

Customer Service Representative

*****£21,189.00*****

*****up to £5,297.25 bonus*****

*****Hybrid office/home working available*****

*****Long term incentive scheme*****

*****Healthcare**life assurance**perks**gym discounts**retail discounts**pension**EAP****

****31 days holiday (incl: public holidays) – rising to 33 with service****

Do you have a can-do attitude, want to deliver excellent customer service, and keen to join an exciting and growing business that consistently delivers high standards? Then you sound like a perfect match for Lantern! Because we're continually expanding, we've a great opportunity for you to join our highly experienced customer service team, in helping our 3m customers enjoy a service delivered with care and empathy. In return, you'll receive a very competitive salary and amazing benefits package and become part of a team that works really hard but still makes time for fun together.

Who are we?

We're a market leader in purchasing and recovering debt in a fair and compliant way, having built a solid reputation for being the specialist in our sector. In turn, we've won some pretty impressive GOLD awards from Investors in People and Investor in Customers.

Our expertise in supporting particularly vulnerable customers has contributed to our success and considerable growth in recent years and with continued investments, we're creating new opportunities for talented people who are passionate about delivering brilliant customer service. If you want to hear what our customers and colleagues are saying about us, why not visit our website www.lanternuk.com.

What will you be doing?

You'll be joining a friendly contact centre, where your role will focus on helping our customers find a sustainable solution to managing their personal debt. You'll use a variety of contact methods, including telephone and digital channels, so you'll need a warm and friendly telephone manner and experience using digital communication systems.

You'll be helping customers to work out an affordable payment plan, so you'll need to be a good listener and a considerate negotiator too. You'll also help to resolve any customer queries, following our clear and compliance procedures to ensure we look after our customers from start to finish. We'll give you the best start in your role with a 6-week coaching program, through our amazing team of learning specialists and operational coaches, to get you started and provide you with everything you need to succeed.

What you'll need

- A passion for delivering great customer service experience, but not necessarily from a contact centre background.
- An ability to demonstrate strong communication skills and an excellent telephone manner.
- Sharp active listening skills and close attention to detail.
- An ability to demonstrate our values, putting the customer at the heart of everything you do.
- An empathetic manner and ability to quickly understand our customer's needs.
- Be determined and comfortable working within quality targets and KPIs.
- Self-motivation and a strong ability to work independently but also as part of a team.
- Have a flexible approach and be happy to work on a 4-week rota.

A little bit about you...

What we've mentioned above are really important skills, but there's also some extra bits that we'd like to see too:

- Strong computer literacy and confidence in new technology systems - we can teach you how to use our systems, but MS office / 365 / MS Teams skills are important to us.
- Being creative (think blank canvas!) – we love hearing new ideas from our colleagues about how we can do things better.
- Being friendly and flexible – we're big enough to make a difference, but small enough to care. We all know each other by name and we're always there for each other so that we get the job done.
- Passion and initiative to progress your career in a company with a supportive and progressive team.
- We deal with some vulnerable people and sensitive data and our strapline is "debt with a human touch" so you'll need to be empathetic, trustworthy, discreet and professional.

What's in it for you?

- **£21,189.69** salary (DOE)
- 31 days holiday (rising to 33 with length of service, including public holidays).
- Hybrid working (home and office)
- Up to 25% of your monthly salary in bonus.
- Long term incentive scheme.
- Great benefits to enjoy with family members, from our healthcare, wellbeing and cash plan policy.
- Gym and other discounts.
- Perks platform to enjoy retail discounts, free products and services and rewards.
- Competitive employee assistance program.
- Life assurance plan.
- Free on-site parking for when you're not working from home.
- Pension + free pension and financial planning advice through an independent financial advisor to help you save for your future).

- Great training, lots of support and become part of a friendly team, that recognises and rewards high performance.

What makes us different?

- Casual dress code – every day!
- Health and wellbeing platform.
- Office snacks, fruit and refreshments.
- Open plan ‘living office’ environment.
- Summer and December parties.
- Opportunities to get involved in charity and wellbeing initiatives.
- Lunch delivery service.
- We’re people not job titles!
- We win really great awards – we actually need a bigger cabinet!

Our values are rooted in honesty, empathy and transparency – for our employees, our customers and our clients. That’s why equality, diversity and inclusion are so important to us; because when we embrace different perspectives and give everyone the chance to be the best they can be, we can think in new, creative ways that grow and enhance our business.

We’re committed to diversity, inclusion and equal opportunities for everyone. Be yourself that’s all we ask. We may collect relevant data for monitoring purposes during our candidate registration process.

Please send your CV and an email telling us a bit more about yourself to careers@lanternuk.com.

Due to the nature of our business, all offers of employment are subject to background and vetting checks, including; employment references, DBS (basic), credit file search, PEP and financial sanctions searches.