

BUSINESS PROCESS ADMINISTRATOR

- **Salary – £19,250**
- **Up to 10% bonus of annual salary**
- **Hybrid office/home working available**
- **Long term incentive scheme**
- **Healthcare - life assurance – pension – EAP - perkbox - gym discounts - retail discounts**
- **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 Business Process team.

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 Business Process team, reporting to the Business Process Team Leader and you'll be responsible for:

- Processing incoming daily post and queries from customers, DCA's and DMC portals accordingly.
- Handling balance requests & setting up arrangements of payments on behalf of customers
- Processing proof of debt requests and proxy voting forms.
- Preparing, maintaining and updating daily spreadsheets accurately.
- Investigating and responding to disputes/queries with our sellers in a timely and efficient manner.
- Preparing and sending customer communications that are effective, accurate and precise.
- Recognising vulnerable customer groups and ensuring correct outcomes for the customer.
- Requesting information from third parties as required.
- Complying with all relevant company policies, procedures, regulation, legislation, guidance and client contractual agreements.
- Achieving individual KPI's and contributing towards achieving team and departmental KPI's.

- Maintaining accurate customer records (including third party and representatives) from written communication.
- Building and maintaining strong working relationships with 3rd parties where required.
- Building and maintaining strong working relationships across departments within the company.
- Representing the interests of the company in a professional and competent manner.
- Taking responsibility for risk and compliance within the remit of your role.

What you'll need

- Previous experience in a similar role.
- Clear and effective communication skills (written and verbal).
- Good literacy and numeracy skills.
- Ability to work to tight deadlines to ensure the effective delivery of service & be customer focused. MS Office experience, including MS Teams.
- Strong organisational skills.
- Self-motivated and a strong ability to work collaboratively with different teams across the business.
- Excellent levels of attention to detail to ensure your work is accurate and of high quality.

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:

- Being resilient and agile in your approach to work - we're fast paced and sometimes we'll need to juggle or prioritise.
- 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?

- **£19,250** salary
- 31 days holiday (rising to 33 with length of service, including public holidays).
- Annual bonus of up to 10% of salary.
- Long term incentive scheme.
- Flexible (hybrid – home/office) working available.



LANTERN

DEBT WITH A HUMAN TOUCH

- 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.



Lantern is authorised and regulated by the Financial Conduct Authority for consumer credit regulated accounts under firm reference number 718024. Lantern is the trading name of Lantern Debt Recovery Services Limited. Registered in England and Wales Company No. 06637307.
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