LANTERN DEBT WITH A HUMAN TOUCH

COMPLIANCE MONITORING OFFICER

- Salary up to £27k
- 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 are 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 have a great opportunity for you to join our highly experienced Compliance Monitoring 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 <u>www.lanternuk.com</u>.

What will you be doing?

You'll be joining a friendly Compliance Monitoring team, reporting to the Head of Compliance and you'll be responsible for providing second line oversight of critical business areas and processes. You'll carry out thematic reviews in line with the annual compliance monitoring plan and provide assurance to the senior management team that conduct and regulatory risk exposure is appropriately mitigated through effective management controls. Some of the day to day aspects of this role include:

- End-to end management of the thematic review process from initial planning through to the completion of the final report. Ensuring that thorough planning is undertaken to produce a thematic review scope which is clear, defined and informed by considering influences such as existing risks to Lantern, regulatory 'hot topics' and industry developments.
- Conducting regulatory and customer focused testing to determine the true finding and issues pertinent to a thematic review subject and propose suitable pragmatic solutions.
- Producing quality written reports for key stakeholders and the board that communicate findings and risks in a clear and concise manner.
- Ensuring recommendations proposed via the thematic review process are tracked from inception through to implementation, obtaining and keeping evidence of decision making.
- Contributing to the successful execution of the annual Compliance Monitoring Plan through timely completion of thematic reviews whilst adhering to process.



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. Registered office: Protection House, 83 Bradford Road, Leeds LS28 6AT





- Supporting the Head of Compliance in the revision of the existing, and creation of a new annual Compliance Monitoring Plan through input towards potential areas for review based on risk posed to Lantern.
- Assisting the Head of Compliance with the creation of Compliance Monitoring Management Information packs for relevant Risk and Compliance committees.
- Building and maintaining key stakeholder relationships across the business functions through effective communication.
- Developing and sustaining a sound understanding of key legislation and regulation pertinent to Lantern (FCA, ICO, OFCOM etc.) and keep abreast of industry changes.
- Providing change assurance to the business through completion of embedding reviews.
- Conducting pro-active gap analysis to ensure the business will remain compliant with new regulation/regulatory changes.
- Carrying out other Compliance Monitoring tasks such as actions tracking and policy governance.
- Championing a compliance culture throughout the business always and display Lantern HEART values.
- Supporting the DPO with tasks related to data protection.

What you'll need

- Experience working in a fast-paced compliance monitoring team.
- Strong knowledge of the FCA and other regulatory frameworks applicable to debt purchase.
- Proven ability to partner with teams to build trust and credibility.
- Ability to understand and interpret regulatory jargon.
- Hold a CSA level 3 diploma in debt collection or a similar professional qualification.
- Strong administrative skills.
- Keen eye for detail and passion for learning new processes.
- Good communication skills.
- MS Office experience, including MS Teams.
- Strong organisational skills.
- Self-motivated and a strong ability to work collaboratively with different teams across the business.

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.

What's in it for you?

- Up to £27k salary (DOE)
- 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.
- 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, birthday treats, 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.

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 <u>careers@lanternuk.com</u>.

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.



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INVESTORS IN PEOPLE® We invest in people Gold