

- Preparing and delivering monthly MI to the Complaint Committee (Exec level feedback) on Complaints, Fraud queries, Credit Files, DSAR's and Disputes.

What you'll need

- 2 years' experience working within a similar role.
- Past experience managing a team.
- Thorough understanding of the DISP regulations.
- Excellent understanding of complaint handling in an FCA regulated environment.
- Experience embedding internal strategies to minimise complaint handling time.
- Excellent analysis and Excel 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.
- 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?

- **Up to £40k** salary
- 32 days holiday (rising to 35 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.
- Private medical insurance.
- Gym and other discounts.



LANTERN
DEBT WITH A HUMAN TOUCH

- 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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INVESTORS IN PEOPLE
We invest in people Gold