CUSTOMER RELATIONS (COMPLAINTS) MANAGER

- Salary – up to £40k
- 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 have a great opportunity for you to join our highly experienced Customer Relations team.

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DEBT WITH A HUMAN TOUCH

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 Customer Relations team, reporting to the Head of Operations and you'll be responsible for:

- Managing a team of Customer Relations Officers and supporting them in handling escalated, high-profile complaints, interacting with the customer where required.
- Managing DSAR Officers ensuring that appropriate and complete responses are handled in a timely, accurate and balanced way to meet our customer needs and ensuring they are compliant with information rights legislation.
- Managing the timely action of complaints to ensure customers receive communications in line • with regulatory deadlines.
- Monitoring the individual output of Customer Relations Officers productivity and quality, • ensuring the right outcome is presented to the customer in a clear way.
- Performing Root Cause Analysis and analysing trends, highlighting opportunities to review • process or staff performance leading to improved customer experience and outcomes.
- Analysing FOS rulings, to understand any potential learnings on how to assess similar • complaints or minimise FOS referrals in the future.
- Managing the Fraud and Credit File gueries received, providing insight and feedback to the operation on where improvements can be made to minimise unnecessary referrals.







 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 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 L528 6AT





- 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 <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.



