

OUTSOURCE RELATIONSHIP MANAGER

- **Salary – up to £45k**
- **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**
- **32 days holiday (incl: public holidays) – rising to 35 with service**

Do you have a can-do attitude 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 Operations 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 Operations team, reporting to the Head of Operations and you'll be responsible for:

- Maximising and driving performance, ensuring targets, goals and expectations in relation to recovery rates and overall conduct are monitored through regular performance reviews across our outsource partners responsible for achieving or exceeding operational KPI targets across our Outsource Partners.
- Ensuring and maintaining a robust and sustainable performance development programme to drive performance across the outsourced operations
- Build and develop close working relationships with key stakeholders and senior leadership teams both within the Outsource Partners and internal operations and support a quality service culture.
- Driving legal and litigation partners, compliance and operational departments to ensure that all outsource partners adhere to all regulatory and operational requirements to ensure a seamless partnership with the business, ensuring a good customer journey.
- Facilitating Continuous improvement, innovation and best in class benchmarking consistently delivering improvements to the quality and value of service delivery.

- Ensuring relevant training and knowledge is cascaded to the wider business in relation to our outsource function and processes.
- Working with internal departments to select and grow the panel of partners, where applicable.

What you'll need

- 5 GCSE or equivalent qualifications.
- Minimum of 3 years' experience of working with outsource partners within a collections environment.
- Strong relationship management skills with the ability to build rapport and influence outsource partners.
- 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?

- **£45k** salary (DOE)
- 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.
- 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.