

BUSINESS PROCESS ADMINISTRATOR

- **Salary up to £20,020.00**
- **Bonus up to 10% of annual salary**
- **Flexible working (Hybrid office/ home working)**
- **Benefits: Healthcare/ life assurance plan/ Perkbox/ gym discounts/ retail discounts/ free on-site parking**
- **Long term incentive scheme**
- **31 days holiday (incl: public holidays) – rising to 33 with service**

Who are we?

We're a market leader in acquiring and managing vulnerable customers, helping them to find an affordable solution and sustainable pathway to clearing their outstanding debts. Having built a solid reputation for being the specialist in our sector, we've won some pretty impressive GOLD standard awards over the last several years from Investors in People and Investor in Customers.

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.
- Demonstrating resilience and agility in your approach to work - we're fast paced and sometimes we'll need to juggle or prioritise.
- Being creative – we love hearing new ideas from our colleagues about how we can do things better.

Our values are rooted in honesty, empathy, and transparency – for our colleagues 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 equal opportunities for everyone, and we may collect relevant data for monitoring purposes during our candidate registration process. Be yourself, that's all we ask.

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.