

Business Support Manager

- **Salary between £35,000 - £40,000**
- **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 will lead the management and delivery of a range of administrative support services, ensuring that a high-quality of service is effectively and efficiently delivered. This role requires excellent customer service skills as you will act as the escalation point for key clients and stakeholders. You will be required to:

- Lead and monitor the Business Process team & Client support team ensuring that colleagues are working compliantly, efficiently and within SLA.
- Manage key stakeholders across clients and third-party Debt Management Companies.
- Review, maintain and implement new procedures to increase efficiency and deliver the best possible outcome for our clients or customers.
- Keep the team regularly updated on all new information related to products, procedures, and trends.
- Maintain a clear resource plan to ensure SLA's are met alongside interviewing and present businesses cases to your Line Manager for hiring new colleagues when necessary.
- Oversee and evaluate the team's ongoing training and continuous professional development as well as deliver performance evaluations and follow the disciplinary process according to company policy.
- Identify, set up and maintain controls across all key processes.
- Manage issues, and regularly review risks, escalating where necessary.
- Provide feedback and ideas for continuous improvement whilst encouraging colleagues to do the same. Lead by example, in line with Lantern approach and values
- Build and maintain strong working relationships across all departments within the company & provide the relevant support to Head of Operations.
- Take ownership of audit actions through to sign off for Director of Operations to approve as satisfactory completion.
- Provide consistently accurate & timely information as required by the department and in line with the business's needs.

What you'll need

- A good understanding of FCA requirements in a Regulated business working within the consumer credit sector.
- Clear and effective communication skills (written and verbal).
- Intermediate / advanced user of Microsoft Office packages, in particular excel and power point.
- Proficient user of CRM data bases.
- Ability to prioritise workloads.
- Ability to work to tight deadlines to ensure the effective delivery of service.
- Strong relationship management 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.
- 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.