

Customer Service Coach

- **Salary up to £25,000.00 DOE**
- **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 responsible for delivering operational training and ongoing coaching to our Customer Service and Business Process agents. You will use coaching and training techniques to achieve optimum performance levels to maintain a high level of fair customer outcomes. This role will report into the Performance and Resource Manager, you will be required to:

- Develop and coach staff to deliver fair customer outcomes through side by side and remote coaching and training.
- Take ownership of the training and development of new staff members from classroom to 'go live' to academy, by delivering operational training to CSR's and BPT.
- Work with the Learning and development team to review, update and maintain the learning materials for operational training.
- Proactively monitor team and department performance against KPI and SLA and support the team leader community to take appropriate action to remedy any negative trends.
- Challenge processes and procedures, identify and implement improvements to enhance the customer experience or improve operational efficiency.
- Ensures individuals are compliant with all applicable policies, procedures and role competency requirements.
- Champion clear communication by cascading company messages to agents, checks for understanding and actively provides feedback to the Contact Centre Manager.
- To respond, handle and record appropriately escalated manager calls in line with SLA and regulatory requirements.
- Contribute to the HR objective of reducing staff attrition, staff tenure and the impact of new starters within the first three months.
- Act as a role model and lead by example, an advocate of Lanterns Behaviours, actively working within the ethos they set and encouraging the team to work at the same standard.

- Maintains own mandatory training, product knowledge testing and annual attestation requirements alongside assistance to the Learning and Development team with new starters.
- Create an inclusive and caring environment where all agents feel welcomed, valued and able to contribute as an individual. Ensure everyone values differences and treat both colleagues and customers as individuals.
- Create a culture where agents morale and motivation is high throughout the team, making a difference together and delivering a consistent approach.

What you'll need

- 1 year experience in a people management or supervisory role.
- Experience working within a regulated environment.
- 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.