

Operational Finance Assistant

- **Salary up to £22,275.00 FTE**
- **Part time hours available for Tuesday, Wednesday, Thursday (*flexibility around set days & minimum of 22.5 hours. Will also consider candidates who prefer full time hours*)**
- **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**
- **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 ensuring key functions assigned to the operational finance department are accurately completed in a timely fashion. Processing and completing other administrative duties as assigned by other senior staff members from the operations team. You'll be responsible for:

- Processing all payments from customers onto CRM systems, including external outsource payments.
- Processing and reconcile all payments received via the original seller post sale.
- Reconciling all payments processed and daily cash book balancing daily.
- Managing and administering all internal requests.
- Administering customer refunds including, completion of daily log in line with company procedure.
- Downloading daily bank statements.
- Reconciling of all card payments daily.
- Preparing cheques and cash for banking.
- Liaising with Finance and other departments for any anomalies.
- Chasing outsources and clients for outstanding files and payments.
- Checking and reconciling all outsource invoices, payment files and reporting of direct payments to outsource.
- Completing all adjustment types on customer accounts through the CRM system.
- Logging and reconciling all return customer payments.
- Locating any missing internal payments and investigating all unallocated payments.
- To take responsibility for risk and compliance within the remit of your role.

What you'll need

- Ideally have experience working in an accounts department.
- The ability to use Microsoft Office packages, in particular Excel, Word, and Outlook.
- Have strong organisational skills and able to work independently to achieve personal and company targets and KPIs.
- Ability to work to tight deadlines to ensure the effective delivery of service.
- 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.