

## **Customer Relations Officer**

- **Salary between £23,000 - £25,000 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**
- **34 days holiday (incl: public holidays) – rising to 36 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](http://www.lanternuk.com).

## **What will you be doing?**

You'll be joining a friendly Customer Relations team, reporting to the Customer Relations Manager and you'll be responsible for:

- Conducting a thorough and impartial investigation to understand why the customer is dissatisfied and by understanding the situation and impact, you will deliver a fair outcome, first time, every time.
- Writing a good standard of complaint final response which accurately acknowledges the concerns raised, explains the investigation and findings, and responds fully to the concerns raised. The final response will also need to provide the customer with details of next steps and the appropriate complaint referral rights.
- Working with other areas of the business to ensure that actions to remediate and resolve complaints are completed correctly.
- Through good investigation, and by having the ability to identify and document the root causes of customer complaints, propose ideas for improvement to drive positive change to improve the customer experience for Lantern's customers.
- As part of a company working in a highly regulated sector, managing your caseload in line with the FCA's DISP complaint time limit and complaint resolution rules is essential. There is also a requirement to comply with all business processes and policies at all times.
- Building positive relationships with internal departments and external parties where appropriate.
- Handle Fraud Investigations and assist with credit file queries for the business, acting as an SME.

## **What you'll need**

- Minimum 2 years' experience in a complaints' role with a financial services business.

- Solid understanding of FCA DISP rules, with particular reference to DISP 1.4 and DISP 1.6.
- Excellent written and verbal communications skills.
- Ability to interpret and analyse information.
- Excellent investigatory 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](mailto: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.**