

DATA MANAGER

- **Salary between £40,000.00 – £50,000.00**
- **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**
- **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.

What will you be doing?

You will provide critical support to the business with administration and management oversight for the development and use of Lantern's data systems, ensuring that all incoming and outgoing data processes run smoothly and securely. You will provide SME support for Lantern's primary CRM system (ORCA) and be involved in the full life cycle of development (including analysis & design), so strong hands-on technical skills with an interest in what is being developed and how it functions for the business is essential. You will be responsible for:

- Leading, motivating, and engaging a strong team of analysts whilst accomplishing team objectives through proper management, planning and evaluation.
- Inspiring team members to do their best by setting challenging, yet achievable goals and targets.
- Performing effective querying involving multiple tables and subqueries, as well as the ability to code, bug check, test and approve SQL queries designed by team members for use, you will need strong SQL skills (including PL-SQL & T-SQL).
- Looking for efficiencies in the data import / export processes design and maintenance.
- Leading projects in the technical architecture to design and implement solutions.
- Work closely with the team to deliver and support SQL database solutions to our internal and external customers, advising on performance, scalability, and optimisation
- Provide 3rd line database support to the IT department & provide pro-active technical support to ensure appropriate system availability, reliability, and performance necessary to meet SLAs.
- Overseeing the data team requests; tracking requests submitted, prioritisation, approval, etc.
- Ability to understand detailed business requirements and translate into technical solutions
- Perform regular process reviews to identify opportunities for improvement and promote a culture of continuous improvement.

- Leading cross-functional projects using advanced data analysis techniques to discover insights that will guide strategic decisions and uncover optimization opportunities.
- Ensure day-to-day running of the Orca CRM platform is maintained to agreed SLAs within the business including on boarding new portfolios onto the ORCA system.
- Act at all times within the guidelines of the 'FCA Principles'.
- Work closely with key suppliers to ensure optimum delivery of their services. Share knowledge and information with others, and be responsive to others' viewpoints, in order to build a skilled, high-performance team.

What you'll need

- A minimum of 3 years SQL Experience.
- Previous management experience, including hosting regular reviews, setting goals / objectives and monitoring performance.
- Advanced use and knowledge of Excel, using formulae and V lookups.
- Excellent organisational skills with ability to prioritise.
- The ability to work unsupervised using own initiative.
- Great communication skills and ability to manage a team.
- Previous Product Management or Database experience.
- Evidence of developing individual performance to quickly adapt to changing business requirements.
- Strong customer data administration skills, with a particular focus on the capture and management of private and sensitive customer data.
- 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.