

Quality Assurance Officer

Leeds (Hybrid)

Salary £25,625 PLUS benefits

Are you an experienced Quality Assurance Officer or Quality Analyst with a strong contact centre background looking for your next career move? Do you want to join a growing company with a clear social purpose, that places customers at the heart of everything they do? If the answer is yes, then a role here at **Lantern** could be your future.

About the role

Reporting to our Operations Support and Assurance Manager, we have a fantastic opportunity for an Officer/Analyst to help shape the future of our Quality team. Working in a team of five, you will consistently monitor, review, and score our Customer Service Team's interactions with our customers, helping to drive Lantern's commitment to providing fair customer outcomes.

At **Lantern**, we operate in a fast-paced environment but with that comes variety. You'll have the chance to get involved in activities including:

- Monitoring both Lantern's internal teams and our Outsource Partners' written and verbal customer communications and providing accurate and clear assessments of the quality checks completed.
- Providing an accurate summary of root cause for all quality monitoring fails.
- Identification and appropriate escalation of business risks to both Manager and Compliance.
- Managing client audit preparation, including collating data and internal summaries of potential findings.
- Attending and actively participating in quality calibrations with peers.
- Leading and managing quality calibrations attended by Customer Service Agents and Operational Managers.
- Providing timely updates to MI for remedial actions completed by Customer Services.

About you

You'll have proven experience in a similar role, gained within a Financial Services environment and will be able to demonstrate:

- Knowledge of regulatory bodies (FCA, CSA, ICO)
- Experience working within a collections environment (desirable)
- Experience of monitoring multi-channel communication methods (calls, emails and webchat)
- Experience of carrying out root cause analysis to identify and recommend process changes.
- Speech Analytics experience would be beneficial.

You will be:

- Detailed focused- always ensuring your work is accurate and of a high standard.

- Data savvy – you will enjoy using Excel to analyse key data, identify themes and present these in a visual format.
- A strong communicator – able to deal with stakeholders at all levels, including third parties.
- A natural presenter – able to showcase your findings in PowerPoint presentations and confidently justify your recommendations.
- Resilient and flexible in your approach to work – no day is the same and you will often need to think outside the box.
- Creative- we love hearing new ideas from our colleagues about how we can do things better.
- A team player – someone who looks beyond boundaries of their own job to support others.

We are Lantern.

Let's face it, debt is never easy. When it comes to debt collection, we believe there's a better way – one that involves treating our customers with the empathy and respect that they deserve.

Here at **Lantern**, we recognise that everyone's circumstances are different. There isn't a solution that works for everyone. That's why we choose to take a different approach – a more *human* approach.

Since 2008, we've helped over 2.5 million people clear their debt with us in a way that is sympathetic and flexible. We put our customers in control. We take the time to get to know them so that, together, we can create an affordable and sustainable repayment plan to set them on the pathway to becoming debt free. Our efforts haven't gone unnoticed, and we've been awarded with the Investors in Customers 2023 GOLD standard for our dedication and ongoing commitment to customer care. For us, it's quite simple: we choose to treat our customers the way we would want to be treated.

We reward great work.

- Discretionary annual bonus scheme, up to 10% of your salary.
- Hybrid working so you can work around life's other commitments.
- 33 days annual leave (incl. public holidays) rising to 36 with LOS.
- Healthcare Cash Plan.
- Life Assurance Plan.
- Discounts at major UK retailers.
- Paid volunteering opportunities.
- Recognition awards, celebrations, parties and more!

What happens next?

We'll be in touch if your application is successful so keep an eye on your emails! We'll arrange a short call to learn more about you and answer any questions you have. If it feels like we're a good match, we'll share your CV with the hiring manager to review. Our interview process is tailored to each role and can be in-person or held remotely. Full details will be confirmed if your application is progressed to the next stage.

We are inclusive.

We're committed to becoming an employer of choice for diversity, where leaders, structures, and interactions encourage you to thrive at work and be yourself. As an inclusive employer, please do let us know if you need any adjustments during our recruitment process.



LANTERN
DEBT WITH A HUMAN TOUCH

We're an equal opportunities employer with a diverse, inclusive, merit-based, and equitable workplace. We recognise that diversity drives our creativity, resilience, and success and makes our business stronger.

Due to the nature of our business, all offers of employment are subject to satisfactory background and vetting checks, including employment references, DBS (basic), credit file search, PEP and financial sanctions searches.



Lantern is authorised and regulated by the Financial Conduct Authority for consumer credit regulated accounts under firm reference number 718024. Lantern is the trading name of Lantern Debt Recovery Services Limited. Registered in England and Wales Company No. 06637307.
Registered office: Protection House, 83 Bradford Road, Leeds LS28 6AT

