

Customer Relations Officer

- **Salary up to £25,000 DOE**
- **Up to 10% bonus 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 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?

Reporting to the Customer Relations Manager, you'll be joining a friendly team of 5 Customer Relations Officers and will be responsible for:

- Managing your own caseload of complaints in line with regulations.
- Ensuring that complaints are accurately recorded and updated on Lantern systems.
- Understanding all elements of customer dissatisfaction raised and conducting a thorough and impartial investigation to ensure that all the complainant's concerns are fully answered.
- Presenting a complaint final response and ensuring that all post complaint actions are completed.
- Striving for early resolution of the complaint by engaging with the customer early in the investigation process.
- Identifying the root cause of the complaint and reporting this as part of your complaint investigation.
- Supporting with fraud queries and disputes by investigating and resolving claims or queries.
- Building positive relationships with internal departments and external parties.

What you'll need

- Significant complaints experience in a similar role and within a financial services environment.
- A solid understanding of FCA DISP rules.
- Experience working complaints in debt collection would be advantageous.

- Experience of dealing with vulnerable customers is desirable.
- 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.

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. If you need any adjustments during any part of our recruitment process, please get in touch.

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

Your privacy is important to us. By submitting personal data or information to us, you agree this will be handled in accordance with the Global Privacy Policy

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.