

## Business Process Administrator

### Pudsey, Leeds (Hybrid)

### Salary up to £23,000 (dependent on experience) PLUS benefits

Are you an experienced Administrator with a strong financial services 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

As Business Process Administrator, you will be responsible for liaising with a multitude of customers from account holders through to other debt recovery companies. Working in a small team of six, you will need to ensure that customer records are accurately kept up to date with all relevant activity and that all requests are managed in line with department SLAs, ensuring the best possible outcomes for our customers.

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:

- Building and maintaining strong working relationships with Debt Collection Agencies, Creditors, and Debt Management Companies.
- Processing both incoming and outgoing daily post, and queries from Customers, DCAs and DMCs and updating their portals accordingly.
- Handling balance requests and setting up payment arrangements from DMC's, via email or on the phone.
- Preparing, maintaining and updating daily spreadsheets and accounts appropriately.
- Investigating and responding to disputes/queries in a quick and efficient manner.
- Preparing and sending customer communication that is effective, accurate and precise.
- Maintaining accurate customer records (including third party and representatives) from written communication.
- Taking responsibility for risk and compliance within the remit of your role.

### About you

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

- Intermediate skills in Microsoft Office packages, including basic Excel.
- Clear and effective communication skills (written and verbal)
- Strong time management skills, able to prioritise workload and work to tight deadlines.
- An ability to thrive in a KPI driven environment.

You will be:

- Passionate – you care about offering a service to our customers that is second to none.
- Detailed focused- always ensuring your work is accurate and of a high standard.
- A strong communicator – able to deal with stakeholders at all levels, including third parties.

- 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.

*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.*



**LANTERN**  
DEBT WITH A HUMAN TOUCH

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.  
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