

*****We are a rapidly growing business, with a national presence, and want you to join us in our new site in heart of Leeds City Centre, off Albion street, where you will find a range of amenities and public transport links*****

What's in it for you?

***Competitive salary - £23,400 (up to £29,250 including up to a 25% bonus)**

***Leeds City Centre**

***Great location – just a few minutes' walk from the train station and great bus routes!**

***Various full-time hours between 8am-7pm (Mon-Fri / 1 in 4 Saturdays)**

***Hybrid working**

***Great benefits and holidays – holiday (incl: public holidays), healthcare,**

retail discounts, pension, cashback, EAP, bonus, incentives

and recognition, team and company celebrations, hot and cold

drinks, breakfast bar and lots more....

A bit about us...

At Lantern, we help millions of customers find an affordable way to freedom from debt. We listen carefully to our customers' individual circumstances and create realistic payment solutions that they can manage and sustain.

We're very proud that our customers say we treat them with empathy, honesty and transparency...which are just a few of our HEART values. We've won Investor in Customers GOLD for the last 6 years and our Trust Pilot rating is 4.5. Did you know that we've also achieved ISO14001 and ISO27001. Oh, and we nearly forgot.... Investors in People (Gold) too!

Why not come and join our fabulous team!

A bit about your new role

You'll join our team in Pudsey, Leeds for your initial 6 – 8-week training period (free on-site parking). Once ready to go, you'll join our friendly and highly experienced customer service team in our new, modern and fabulous contact centre in Leeds City Centre or our Head Office in Pudsey. You'll be talking over the phone with our customers, helping them towards the right solution.

If you want to make a real difference and have a “human touch” because sometimes a customer might be experiencing difficult circumstances, why not come and talk to us....

A bit about you...

- We talk to customers in difficult circumstances sometimes and deal with sensitive information. Our strapline is “debt with a human touch” so you’ll need to be empathetic, trustworthy, discreet and professional.
- It’s not essential, but ideally, you’ll have some experience in a contact centre environment.
- You’ll have great written and spoken communication skills, as the role is predominantly over the phone.
- Your sharp listening skills and close attention to detail will be crucial.
- Our values are important to us, so you’ll already know what “putting the customer at the heart of everything you do” means and act on it.
- You’ll work to quality, commercial and customer care targets, so you’ll be used to achieving monthly KPIs but don’t worry, we’ll reward you when you achieve them!
- We’ve got some great technology so being computer literate and confident using customer data systems will be a great advantage.

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.

Interested..... why not send your CV to careers@lanternuk.com.

Due to the nature of our sector and interactions, an offer of employment will be subject to satisfactory background checks, including but not limited to; employment references, a DBS (basic) and a credit file search.