

## **Customer Service Team Leader**

- **Salary up to £31,000.00**
- **Bonus up to 25% of monthly 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](http://www.lanternuk.com).

## **What will you be doing?**

You'll be joining a friendly Customer Service team, reporting to the Contact Centre Manager and you'll be responsible for:

- Motivating and leading representatives to ensure strict adherence of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) while proactively managing performance.
- Developing and coaching representatives to deliver fair customer outcomes through side by side and remote coaching and training.
- Monitoring the team and department performance against KPIs and SLAs and taking appropriate actions to remedy any negative trends.
- Assessing, developing, recognising and optimising team performance through coaching and feedback, 121s and Balanced Scorecard reviews, to support and build representatives' skills and capability.
- Ensuring individuals and the team are compliant with all applicable policies, procedures and role competency requirements and deliver fair outcomes for our customers.
- Adhering to HR policies and procedures ensuring a fair and consistent approach to people management.
- Leading and empowering the team to undertake root cause analysis and complying with risk requirements ensuring a robust and consistent approach to making the right decisions and doing the right thing for our customers.
- Assisting representatives with account queries, liaising with relevant departments to resolve.
- Responding and recording escalated manager calls appropriately in line with the SLAs and regulatory requirements.
- Working collaboratively with Managers and peers in planning, managing and optimising team capacity, deployment, and activities to meet customer demand.

## What you'll need

- 1 year experience in a people management or supervisory role.
- Experience working within a regulated environment.
- 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.

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](mailto: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.**