

## Resource Planner & WFM Analyst

- **Salary up to £30,000**
- **Discretionary bonus for doing a great job (up to 10% of salary).**
- **Hybrid working (Pudsey or Leeds)**
- **Benefits: Healthcare/ life assurance / wellbeing apps / Perkbox/ gym discounts/ retail discounts/ free on-site parking.**
- **Breakfast bar, fruit, free drinks**
- **Long term incentive scheme.**
- **33 days annual leave (incl: public holidays) – rising to 36 with LOS.**
- **An amazing culture where you can get involved in all sorts of cultural activities, celebrations, parties, recognition awards,**
- **Paid volunteering opportunities to spend time with Lantern’s recognised charity.**

Lantern are growing! We’ve recently opened a new office in Leeds City Centre and are looking for a Resource Planner & WFM Analyst to join the team during this exciting period of growth.

### What you’ll be doing

As the **Resource planner and WFM analyst** you will play a key part in managing and creating rotational shift patterns and creating shift and rotations to address any operational gaps and service needs, adapting plans “real time”. Management of planned and unplanned shrinkage including holiday, absence, time off and NWD will be within your remit and you will need to engage stakeholders and create processes to manage and regularly review.

Day-to-day you will work closely with the Performance and Resource Manager, HR, Recruitment, Head of Operations and Operations Director to ensure we are fully optimised for the next 12 weeks schedules. This will be supplemented by maintaining the accuracy of our skills matrix, future training tasks and plans, bridging gaps in utilisation and ensuring our pipeline for upskilling staff is optimised. Alongside achieving telephony KPI’s such as abandoned rate %, adherence to Ofcom regulations for inbound and outbound channels is essential.

Reporting into the Performance and Resource Manager, the role holder must have strong communication negotiations, mathematical and excel skills, with a proven track record of achieving high standards and KPI’s by optimising WFM tools.

### What you’ll need

- Experience in data collation/reporting/ presentation and root cause analysis
- Excellent analysis and excel skills and a good understanding of data visualisation tools (Tableau/ Max Contact/ SQL)
- You have the capability to perform under pressure and time constraints and are highly driven and passionate
- You have excellent communication skills and stakeholder management skills
- Strong analytical and problem-solving skills with excellent attention to detail
- Excellent understanding of call centre platforms, FCA compliant collections strategies, data and resourcing
- A thorough understanding of the OFCOM rules

### Who are we?



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



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 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).

### ***We're 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 recognise 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 Lantern 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.**