

LEARNING AND DEVELOPMENT SPECIALIST

- Pudsey LS28 – with great links to public transport and local amenities
- Salary: £29-31,000.00 per annum (negotiable dependent on experience)
- 10% of salary annual bonus
- Hybrid working arrangements (home and office)
- 25 days of annual leave (rising to 28 with service) + public holidays
- Competitive healthcare scheme

About the role

Due to our continued growth, we have a new and exciting opportunity in our Learning and Development team. Your role as our Learning and Development Specialist will be to support the design and delivery of both operational and organisation wide classroom based, digital and remote training and development across specific Lantern Group offices.

ROLE ACCOUNTABILITY

The following list is not exhaustive and may be amended from time to time, in line with business needs.

- Design, deliver, and evaluate all learning initiatives, as set out by the Learning and Development Manager, ensuring that they drive growth and develop future capability.
- Evidence learning value, through a measured outcomes and improvement, using various methodology to evidence continuous improvement of upskill and performance improvement, both operationally and organisation wide.
- Work closely with subject matter experts to support the design and delivery of mandatory customer service and regulatory training material, providing train the trainer support to delivery specialists where appropriate that aligns with business needs.
- Support the Learning and Development Manager to build and shape the eLearning platform and content, ensuring an engaging, interactive and results-based learning experience.
- Provide support to line managers in identifying team and individual training needs and sourcing appropriate material, either through Apprenticeship or external training provision.
- Deliver sector trade body's Collectors Accreditation Initiative (CAI).
- Take personal responsibility for ensuring that all administration and training records are kept up to date.

- Take responsibility for your own continuous professional development by researching new and evolving methodologies, keeping abreast of changes in L&D practices, within highly regulated environments and ensuring that our training strategy is aligned to our trade body's expectations for the debt purchase and collection sector.

REGULATORY CONDUCT RULE ACCOUNTABILITIES:

Anyone working in a regulated environment has a responsibility to follow the Financial Conduct Authority's (FCA) Conduct Rules and Consumer Duty Principal, when carrying out the duties of their role.

The conduct rules are:

- You should always act with integrity
- You should always act with due care, skill, and diligence
- You should always be open and cooperative with the FCA, PRA and any other associated regulator(s)
- You should always pay due regard to the interests of customers and treat them fairly
- You should always observe proper standards of market conduct
- You always take reasonable steps to ensure we deliver good customer outcomes

We ask you to:-

- Always act in the best interests of Lantern and our customers and not do anything that could have a detrimental effect on our customers, colleagues or third-party partners.
- Take personal responsibility for your own development plan to help you support the business to achieve its objectives.
- Adhere to all company policies, processes and guidelines which affect your role and responsibilities.

What you'll need

- Demonstrable experience from a Learning and Development background.
- Extensive experience in designing learning materials and action planning follow up.
- CIPD in Learning and Development (desirable)
- Demonstrable experience of being part of a blended learning approach to deliver training solutions.
- Experience in creating digital learning content.

- Training/coaching in a call centre environment.
- Knowledge of regulatory bodies (CSA, FCA, ICO, OFCOM, OFGEM).
- Strong relationship building and partnering skills.
- Ability to influence at all levels.
- Strong facilitation skills.
- Excellent communication, collaboration and presentation skills
- Strong strategic thinking, problem solving and decision-making skills
- Ability to prioritise workload.
- Ability to work to tight deadlines to ensure the effective delivery of service.
- Strong I.T skills
- Resilient and flexible to business needs.

Benefits

- A friendly office environment to work in with the ability to work from home.
- Great training, lots of support and being part of a team that regularly recognises and rewards great performance.
- Pension (plus free advice through an independent financial advisor to help you with your financial planning).
- Great benefits to enjoy with family members, from our healthcare, wellbeing, and cash plan policy.
- Gym discounts.
- Employee and family assistance services.
- Life assurance.
- Free on-site parking.

About Us

Do you want to join a business that is driven in providing excellent service to our customers and to our team? Lantern is proud to have GOLD accreditations from both Investor in Customers (IIC) and Investors in People (IIP).

We're a market leader in purchasing and recovering debt in a fair and compliant way. Our expertise in supporting vulnerable customers has contributed to our success and considerable growth in recent years. Our customers know and trust us, and because of this, we're recognised as the specialist within our sector.

With significant investment, we're continuing our journey and creating exciting new opportunities for talented people to join our team, who are passionate about delivering brilliant customer service. If you'd like to know more about us, give our website a visit; www.lanternuk.com/who-we-are/our-promise-to-you .

