**Customer Service Trainer (Contact Centre) – Pudsey, Leeds, LS28**

**Salary:** up to £35,000.00 per annum (negotiable dependent on experience) including a 10% annual bonus

**Hybrid working**

**33 days holiday (including public holidays) – rising to 36 with service**

**Competitive benefits:**

* + **Healthcare plan**
  + **Cash back on dental and optician costs**
  + **Life Insurance**
  + **Employee wellbeing program**
  + **Flexi points and discounts on your everyday shopping to support your financial wellbeing**
  + **Pension plan**
  + **Fitness and Wellbeing discounts**
  + **Generous candidate referral scheme**
  + **Free Breakfast bar**
  + **Casual dress**
  + **Regular incentives and recognition awards**

**Your new role…**

Due to our continued growth, we have a new and exciting opportunity in our Learning and Development team. Your role as our **Customer Service Trainer (Contact Centre)** 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.

**You will do this by:**

* 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.

**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.

**Who are we?**

We’re a market leading specialist Debt Purchaser and Service Provider with a focus on customers who need a truly human touch. We’re known for our empathetic and bespoke approach to all types of communications with our customers. Over the past 17 years, we’ve built a solid reputation we’re proud of and we’ve got a cabinet bursting with awards including Investors in Customer and Investors in People GOLD.

We’re committed to equality, diversity and inclusion so we’ll collect your data for monitoring purposes.

***All offers of employment will be subject to satisfactory background checks, including but not limited to; employment references, a DBS (basic) and a credit file search.***