

## Quality Assurance Officer – Pudsey, Leeds, LS28

**£ 25,625**

**Bonus of up to 10% of annual salary**

**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...

As the **Quality Assurance Officer** you will monitor verbal and non-verbal communications, in a multi-channel environment to provide assurance of Lantern's commitment to providing customers with the best possible outcomes. Also monitor verbal and non-verbal communications for Outsource Partners who are managing accounts on Lantern's behalf. Monitoring will provide assurance that adherence to Lantern's business policies, and processes, drives fair customer outcomes.

You will do this by:

- Monitor Lantern's written and verbal customer communications and provide accurate and clear assessments of the quality checks completed based on adherence to Lantern's multi-channel scorecard.
- Conduct customer journeys from start to finish. This includes analysing customer behavior, implementing feedback loops, and improving customer touchpoints.
- Monitor Outsource Partner's written and verbal customer communications and provide accurate and clear assessments of the quality checks completed based on adherence to Lantern's multi-channel scorecard.
- Provide accurate summary of root cause for all quality monitoring fails.
- Identification and appropriate escalation of business risks to Manager and Compliance.
- Manage client audit preparation, including data collation of data and internal summaries of potential findings.
- Confident in own ability to respond to and prepare responses to client feedback for Manager review.
- Attend and actively participate in quality calibrations with peers.
- Lead and manage quality calibrations attended by Customer Service Agents and Operational Managers.
- Provide timely updates to MI for remedial actions completed by Customer Services.

### What you'll need



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



- A desire to minimum of 6months' experience working within a collections or quality assurance role within a regulated activity.
- A desire to have knowledge of regulatory bodies (CSA, FCA, ICO).
- Clear and effective communication skills (written and verbal).
- Strong analytical skills.
- Effective facilitation skills.
- Ability to prioritise and balance workload.
- Ability to work to tight deadlines to meet team SLAs.
- Able to demonstrate accurate and timely record keeping.
- Strong relationship building skills
- 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.***