**Business Process Administrator – Pudsey, Leeds, LS28**

**£24,336**

**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 a Lantern **Business Process Administrator** you will be responsible for liaising with a multitude of customers ranging from account holders, debt management firms, original sellers and other debt recovery companies. You will need to ensure that customer records are accurately kept up to date with all relevant activity and that all requests are managed in-line with the department SLA. All customer outcomes should be both fair and reasonable and in line with the FCA’s guide to treating customers fairly (TCF).

Reporting to the Business Process Team Leader. The role holder must demonstrate adherence to productivity and quality KPI metrics and fully understand processes within the team and make recommendations on how to improve processes and create efficiencies.

* Process incoming daily post, and queries from Customers, DCA’s and DMC portals accordingly.
* Handle balance request & set up arrangements of payments from DMC’s, via email or calls.
* Process proof of debt requests and proxy voting forms.
* Prepare, maintain and update daily spreadsheets and update accounts appropriately.
* Investigate and respond to disputes/queries with the seller in a quick and efficient manner.
* Prepare and send customer communication that is effective, accurate and precise.
* Be passionate and care about offering a service to our customers that is second to none.
* Recognise vulnerable customer groups and ensure correct outcome for the customer.
* Request information from third parties as required.
* Treat customers fairly at the heart of all you do.
* Comply with all relevant company policies, procedures, regulation, legislation and guidance and client contractual agreements.
* Achieve individual KPI’s and contribute towards achieving team and departmental KPI’s.
* Maintain accurate customer records (including third party and representatives) from written communication.
* Flexible approach.
* Build and maintain strong working relationships with DCA’s, creditors and DMC’s where required.
* Build and maintain strong working relationships across departments within the company.
* Represent the interests of the company in a professional and competent manner.
* To take responsibility for risk and compliance within the remit of your role.

**What you’ll need**

* Previous experience in a similar role.
* Intermediate to strong ability to use Microsoft packages.
* Clear and effective communication skills (written and verbal).
* Good literacy and numeracy skills.
* Attention to detail.
* Ability to prioritise workload.
* Ability to achieve targets.
* Strong planning and organisational skills.
* Good problem solving skills.
* Ability to work to tight deadlines to ensure the effective delivery of service & be customer focused.

**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.***