**Customer Service Coach – Pudsey, Leeds, LS28**

**£ 27,682.29**

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

**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 **Customer Service Coach**, you will be responsible for coaching our Customer Service and Business Process agents to achieve optimum performance levels and achieve agreed departmental targets. You’ll provide clear and concise direction, support and guidance to the teams through effective coaching, leadership and setting of SMART objectives.

The role holder must have strong communication and negotiation skills with a proven track record of strong coaching ability using a range of styles, achieving targets and standards through compliant behaviours and timely actions.

You will do this by:

* To motivate and coach agents to ensure strict adherence of Key Performance indicators and Service Level Agreements while proactively managing performance.
* To develop and coach agents to deliver fair customer outcomes through side by side and remote coaching and training.
* Focus on close support of individual advisors to ensure that the technical and soft-skills meet minimum standards.
* Take an active role in the training and development of new staff members from classroom to go live to academy.
* Contribute to the HR objective of reducing staff attrition, staff tenure and the impact of new starters within the first 3 months.
* To proactively monitor team and department performance against key performance Indicators and Service Level Agreements and support the team leader community to take appropriate action to remedy any negative trends.
* Challenge processes and procedures, identify and implement improvements to enhance the customer experience or improve operational efficiency.
* Champion clear communication by cascading company messages to agents, checks for understanding and actively provides feedback to the customer service manager.
* Ensures individuals and teams are compliant with all applicable policies, procedures and role competency requirements and deliver fair outcomes for our customers.
* Act as a role model and lead by example, an advocate of Lanterns Behaviours, actively working within the ethos they set and encouraging the team to work at the same standard.
* Maintains own mandatory training, product knowledge testing and annual attestation requirements alongside assistance to the Learning and Development team with new starters.
* Build effective relationships with other teams and departments. Communicate all information clearly and in a timely manner.
* To assist agents with account queries, liaising with relevant department to resolve.
* To respond, handle and record appropriately escalated manager calls in line with Service Level Agreement and regulatory requirements.
* To support and cover for a team leader as needed.
* Work collaboratively with leaders and peers to plan, manage and optimise team capacity, deployment and activities to ensure we meet customer demand.
* Support Manager and peers, helping to embed change and best practices across the board.
* Create an inclusive and caring environment where all agents feel welcomed, valued and able to contribute as an individual. Ensure everyone values differences and treat both colleagues and customers as individuals.
* Create a culture where agents morale and motivation is high throughout the team, making a difference together and delivering a consistent approach.
* To take responsibility for risk and compliance within the remit of your role.

**What you’ll need**

* Working within a regulated environment.
* Computer literate with knowledge of Excel, Word and outlook.
* Strong verbal and written communication skills.
* Good organisational, time management and details skills.
* Ability to work under time constraints and meet deadlines.
* Ability to develop employees through motivation, leadership, coaching and training.
* PC literate.
* Ability to comply with organisation policies and procedures.
* Ability to effectively work with a variety of people from diverse backgrounds.
* Problem Solving and Decision Making.
* Ability to make, fair, consistent and objective judgments.
* Ability to work under pressure and make decisions.

**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.***