

<b>Job Role</b>	<b>Team Leader</b>
<b>Line Manager</b>	<b>Customer Services Manager</b>
<b>Hours of work</b>	<b>39 Hours per week (Average) on Rota</b>
<b>Salary</b>	<b>£28,933.52 per annum + up to 25% bonus and other great benefits</b>

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1	10:30 - 19:00	RDO	10:30 - 19:00	10:30 - 19:00	10:30 - 19:00	09:00 - 14:00
Week 2	8:00 - 16:30	8:00 - 16:30	8:00 - 16:30	8:00 - 16:30	8:00 - 16:30	
Week 3	09:30 - 18:00	09:30 - 18:00	09:30 - 18:00	09:30 - 18:00	09:30 - 18:00	

## **WHO WE ARE LOOKING FOR**

As a Lantern Customer Service Team Leader, you will inspire, lead and coach a team of customer service agents, to focus on helping our customers achieve a suitable sustainable solution to their outstanding debt balance. You'll achieve this by supporting the team to deliver a high level of customer experience and mentoring strong negotiation and communication skills. You will be responsible for setting personal development plans and actively managing performance while supporting their peer group and the wider operations team.

Reporting into the Customer Service Manager, the role holder must have strong communication and negotiation skills with a proven track record of achieving targets and standards through compliant behaviours and timely actions.

## **WHAT YOU'LL BE MEASURED ON**

- Your demonstration of the Lantern Values and Behavioural Framework
- Achievement of Team Key Performance Metrics
- Achievement of Individual Key Performance Metrics
- Adherence to schedule (ATS)
- Effective workload management
- Team engagement

## **WHAT YOU'LL BE DOING**

- To motivate and lead 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.
- To proactively monitor team and department performance against key performance Indicators and Service Level Agreements and taking appropriate actions to remedy any negative trends.
- Regularly assess, develop, recognise and optimise team performance through coaching and feedback, 121s and Balanced Scorecard reviews, to support and build agents skills and capability
- Champion clear communication by cascading company messages to agents, checks for understanding and actively provides feedback to the customer service manager.
- Ensures individual and team are compliant with all applicable policies, procedures and role competency requirements and deliver fair outcomes for our customers
- Adheres to HR policies and procedures ensuring a fair and consistent approach to management.
- Leads and empowers the team to undertake root cause analysis and comply with risk requirements to ensure a robust and consistent approach to make the right decisions and doing the right thing for our customers
- Lead by example, an advocate of Lanterns Behaviours, actively working within the ethos they set and encouraging their team to work at the same standard.
- Maintains own mandatory training, product knowledge testing and annual attestation requirements and ensure oversight of the team. Ensure line managed colleagues maintain the appropriate skills and competence to undertake their role and that I am a competent line manager
- To assist agents with account queries, liaising with relevant department to resolve.
- To respond and record appropriately escalated manager calls in line with Service Level Agreement and regulatory requirements
- Work collaboratively with Managers and peers to plan, manage and optimise team capacity, deployment and activities to 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.
- Perform other duties as assigned.

### **THE LANTERN PROMISE**

- **We'll treat you as an individual** - With the respect you deserve, like we ourselves would want to be treated
- **We'll keep listening & talking** - Taking the time to hear your views, and keeping you in the loop with ours.
- **We'll help you grow** - Giving you chances to step up in your role and move up in the organisation.
- **We know that it's important to make room for fun** - Because while work can be many things, it should also be enjoyable.

### **NEXT STEPS**

- Please apply by email with a CV and covering letter telling us why you would be great for this role to [careers@lanternuk.com](mailto:careers@lanternuk.com)

Because of the nature of the role and our industry, any offer of employment will be subject to our background checks including; DBS Basic and Credit file check.