



# COLLECTIONS AND RECOVERIES ADVISER



**Jazz, Hip-hop, Punk, Opera, Country, Rock and Delta Blues. Different music genres but all with roughly the same objective – to move our emotions, they just get there in different ways. That’s how we think of people too, all unique, with slightly different ways to get the job done and we are very excited to see how your journey will evolve in our passionate and collaborative company!**

## Who is PPL PRS?

PPL PRS Ltd is a new company in Leicester’s city centre, a joint venture between PPL and *PRS for Music*, dedicating to providing the best music licensing experience in the world. At PPL PRS, we champion the music we all love to make sure its creators and performers are fairly rewarded for their work.

We will transform music licensing in the UK with the launch of TheMusicLicence, we are passionate and truly believe in protecting the value of music, so working at PPL PRS is about collaborating with others who share this passion to deliver a truly excellent service.

If your passion for music is anything like ours, then you’ll jump at the chance to help shape something vital to the future of the music industry. You might not get a standing ovation or get to headline Glastonbury, but your contribution will be equally as important, helping to support the members of PPL and *PRS for Music*, including some of the world’s biggest artists as well as the tens of thousands of writers and musicians who have turned their passion into a career.

## What are we looking for?

We are looking for an experienced Collections and Recoveries Adviser to collect outstanding payments on mid to high value overdue accounts whilst providing excellent customer service to licensees and maintain/improve debtor days for maximum cash flow and minimum bad debt.

## The role

### Recovering Debt

- To actively manage assigned overdue accounts. This will include;
  - Chasing outstanding payments for licence fees
  - Receiving customer calls for payment or disputes
  - Being aware of the challenges of licence fee collection
  - Being aware of the impact of instalments and/or customer service quality on debtor days
  - Raising concerns with respect to doubtful / bad debt
- Monitor and analyse customer accounts for non-payments, delayed payments and other irregularities and provide insights to the Finance team
- Use objection handling techniques to proactively resolve any customer queries or objections. Effectively obtain evidence of music usage to support potential infringement cases
- Respond to customer queries regarding payment plan modifications and inform customers of rejection where necessary
- Prepare enforcement referrals for potential infringement investigations, assigning collection value to these where possible
- In conjunction with the Team Manager, validate and evaluate customer debt through cost/ benefit analysis in order to decide whether the debt is worth pursuing
- Write off bad debt within authorised threshold, ensuring it is the only option and supporting documentation exists
- Refer customers to the Enforcement and Infringement team, where appropriate
- Reduce the level of unresolved queries by responding to customers and Debt Collection Agencies in a prompt and decisive manner
- Keep updated with any changes to UK law with respect to legal recovery of debt. To be aware of the challenges of licence fee collection and to keep up to date with tariff or policy change

## Managing Insolvency

- Create VAs with insolvent customers in order to agree on the portion of protected versus unprotected debt and cancel licences, within authorised threshold
- Validate bankruptcies where required
- Administrations:
  - To terminate licences for customers entering administration, liquidation, being dissolved or other such circumstances
  - Liaise with administrators in order to determine post-administration licence requirements and manage agreed outstanding debt
  - Create a new post-administration invoice and proportion old invoice to the licence termination date, working with the Commercial team as required
  - Assess whether outstanding debt has dividend prospects and to hold or write-off the debt accordingly, within authorised threshold, keeping the system up to date with developments

## Other

- Educate and advise customers, positively reinforcing benefits of music to their business, while ensuring that they understand and are adhering to the contractual licensing terms and conditions
- Deliver a positive customer experience and proactively contribute to the department's service standards and customer satisfaction results, ensuring call quality targets are consistently achieved and exceeded 1
- Demonstrate a positive image of the company, through developing and maintaining effective professional relationships with customers
- Work co-operatively and supportively with other teams in order to ensure the customer experience is positive
- Respond to customer queries and ensure timely resolution of complaints, pausing / stalling the dunning cycle and escalating where necessary
- Develop and maintain knowledge of core licensing processes and procedures including tariffs and Copyright Law
- Maintain accurate notes in the system

## Your experience

- Achievement of 5 GCSE pass grades (or equivalent) is required
- Minimum of 1-2 years' experience in a similar role
- Experience in debt collection and credit control
- Experience working within a target driven Commercial Credit team
- Good verbal communication including a good telephone manner
- Competent using Microsoft Office – Word, Excel, and Outlook
- Trained on Sales, Cash Collection and Customer Service techniques
- Worked within a collections or customer contact centre

## Person profile

- Negotiation skills
- Organisational skills
- Communication skills
- Team work
- Self-motivated
- Proactive
- Customer Service
- Attention to detail
- Analytical skills
- Drive for results
- Embraces change
- Decision making and judgement

## The sort of person we are looking for

You'll find a collaborative spirit everywhere in our organisation. We are a genuine team, working together, looking out for each other and, most importantly of all, united for music.

So, if you're a determined individual who takes pleasure in providing quality customer service, solving problems and seeing projects through to completion, you're probably the kind of person we need... And if you enjoy working collaborative as part of a team, all the better!

Passionate about music too? Now you're really talking our language. And if you happen to think logically, get to the point fast and like to have a laugh along the way, come in, sit down and tell us why you think you'd fit right in.

## Even more reasons to join us

At PPL PRS we are very proud of our generous benefits package that every band member (that's right, our employees are called band members) has the opportunity to receive. As well as offering a competitive salary, we also have some great additional perks to make life more fun and financially beneficial for you.

Working for us should be enjoyable and fulfilling and we want to maximise your potential; this is why we will invest in your personal and professional development to nurture your ambitions and reward performance.

- 25 days annual leave, plus statutory bank holidays
- A fantastic pension scheme with an employer contribution of up to 9%
- Working in newly refurbished offices in a fantastic location in the heart of Leicester's vibrant city centre
- Simplyhealth cash plan to look after your health and wellbeing with PureGym discount
- Life assurance 4x your annual salary
- £120's worth of music vouchers every year to spend on **anything** music related
- Exciting employee events, from music industry special guests to in-house open mic nights
- Discounted rates on public transport
- Regular discount schemes with local retailers, bars and restaurants
- Eyecare vouchers to help look after the health of your eyes
- 24/7 employee assistance helpline
- Performance based company bonus scheme
- Group income protection benefit
- 'You Rock' Employee Recognition Scheme
- An environment that nurtures ambition & rewards performance
- A company that offers real life progression & development as well as training & education opportunities at every level

## Our brand values

### **Straightforward**

Once you get to know us you'll release how down to earth we are. We're fair and friendly, principled and proactive. A straightforward community, not a complex corporate.

### **Passionate**

Music has the power to uplift, overcome and connect people in many ways that no other creative art can. That's why we are passionate and devoted to what we do. Our mission is to deliver a consistently world-class service to enable more people to enjoy and be moved by the music they love.

### **Collaborative**

Benny and Bjorn, Page and Plant, Visconti and Bowie. Collaboration is at the heart of making great music. Maybe that's why it's fundamental to our success too. Our doors and minds are always open to your ideas. By respecting and nurturing you, you have the potential to improve the way we work as a collaboration and make our community stronger.

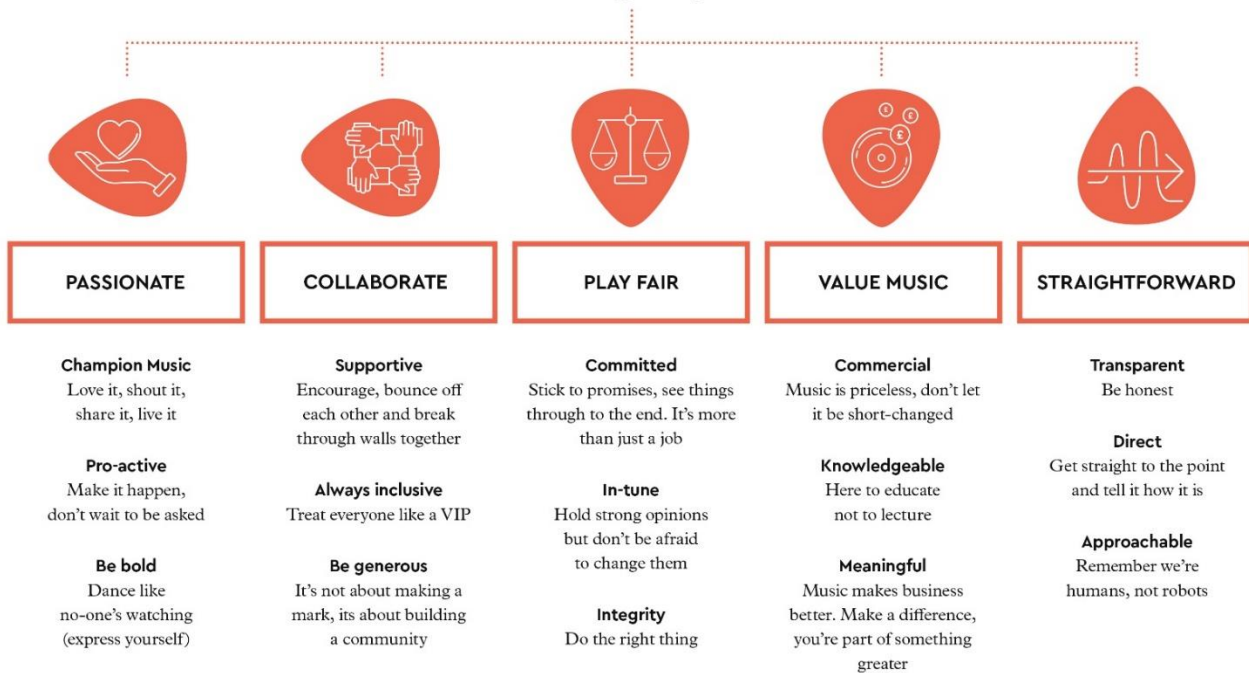
### **Play Fair**

A lot of what we do is based on trust and we expect honesty and transparency from our customers, and we reflect that approach internally with everyone who works for us. We're open minded, but we are fair minded too. Honest, consistent and straightforward, you'll always know where you stand with us. We expect nothing less in return.

### **Value Music**

Music is a powerful force. It uplifts hearts, it binds tribes and it entertains masses. We're here to make sure that the people who create it are fairly rewarded for their talent and effort. It's a simple vision, but one that demands a dedicated commercial approach. Some call it zeal, others describe us as relentless, whatever it is, we believe music is priceless and we don't want the people who create it to be short changed.

# The Best Music Licensing Experience in the world



you!

All you have to do is send your CV and a covering letter to [recruitment@pplprs.co.uk](mailto:recruitment@pplprs.co.uk) and tell us what makes you stand out from the crowd and why you think you'd fit right in.

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