

KEY ACCOUNTS TEAM LEADER - QA



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 Key Accounts Team Leader to assist with quality Checking, coaching and development of Agents across the Key Accounts and Live Teams. You will also be expected to manage Account Administrators in order to maximise productivity within the team

The role

- To ensure customers are licensed under the appropriate tariff minimising errors through effective coaching and support for the team members
- To monitor the quality of the team’s customer calls and develop actions to improve service standards
- To monitor productivity from staff in order to achieve and exceed set targets
- To ensure that the team deals with all customer complaints in line with the complaints process and adhering to the Code of Conduct
- To monitor the quality of the team’s customer calls and develop actions to improve service standards
- To ensure that customers understand and are adhering to the contractual licensing terms and conditions
- To plan and manage the day to day workflow and performance of the team ensuring that targets and customer service standards are achieved and maintained
- To actively participate in regular team meetings in order to timely and effectively communicate departmental plans and targets, discuss issues and recognise success
- Conducting regular 1-2-1’s for the purposes of providing coaching, guidance and support to achieve team workload targets
- To assist the Team Manager with effective recruitment and replacement of employees, to ensure there are correct staffing levels to undertake the required work
- Deputise for management in undertaking specific tasks e.g. performance reporting, revenue analysis, representation at specific meetings, provide analytical support to Senior Management etc
- Carry out ad hoc project work as required
- Liaise and communicate across departments within the business

Your experience

- Previous supervisory / management experience
- Experience of working in a contact centre environment preferred
- Hands on approach supporting team members
- Ability to maintain accurate, up to date and appropriate records
- At least 2 years' experience in a customer facing role
- Experience in gathering, analysing and interpreting data
- Experience of managing complaints
- Experience in adopting a coaching style with others

Person profile

- Planning and Organising
- Prioritising
- Attention to Detail
- Teamwork
- Drive for Results
- Quality and Accuracy
- Relationship Management
- Commitment to continual professional development
- Enthusiastic
- Approachable
- Professional
- Conscientious
- Problem Solving and Analysis

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
- 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 and 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

