



# National Account Executive - (12 Months FTC)



**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 National Account Executive on a 12 Months fixed- term basis to retain and grow revenue of high value and large customer accounts through developing and maintaining excellent business relationships with key decision makers in those organisations.

## The role

### Sales and Service

- To deliver revenue targets through core key account management activities and identify further opportunities for revenue growth
- To identify key decision makers for own accounts and build long lasting, close working relationships through regular dialogue
- To obtain all the relevant site / music usage information to enable accurate invoices to be raised
- To negotiate appropriately to secure licence reviews and/or increased revenues
- To complete reviews for customers in own portfolio, agreeing payment terms
- To ensure that all customer details are captured and processed accurately and efficiently through ongoing customer interactions
- To identify and contact all due and overdue accounts within own portfolio with a view to obtaining payment and payment commitments from customers, where appropriate
- To work with the Collections team to collect past due and aged debt within own portfolio, when appropriate
- To work with the National Account processors to ensure workload is prioritised and managed effectively
- To use objection handling techniques to proactively resolve any customer queries or objections. Effectively obtain evidence of music usage to support potential infringement cases
- To 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
- To effectively build a network and represent the company at external client meetings and appropriate events
- To work co-operatively and supportively with other teams in order to ensure the customer experience is positive
- To respond to customer queries and ensure timely resolution of complaints
- To develop and maintain knowledge of accounts and sectors, in order to maximise specific revenue streams through proactive management and conversion of sales and upsell opportunities
- To develop and maintain knowledge within core licensing processes and procedures, including tariffs and Copyright Law
- To build and demonstrate business expertise and contribute to continuous improvement of licensing processes

- To effectively balance workload that spends 50% of a working week based in the Leicester office, and 50% of the time meeting with customers on a face to face basis

## Your experience

- A level education or relevant work experience
- Proven track record in Key Account management and sales
- Excellent customer relationship management background
- Experience of using a CRM system
- Full driving licence
- Experience of managing complaints
- Competent in Microsoft Office

## Person profile

- Communication and Influencing
- Planning and Organising
- Prioritising
- Attention to Detail
- Drive for Results
- Customer Service
- Quality and Accuracy
- Relationship Management
- Stakeholder Management
- 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.

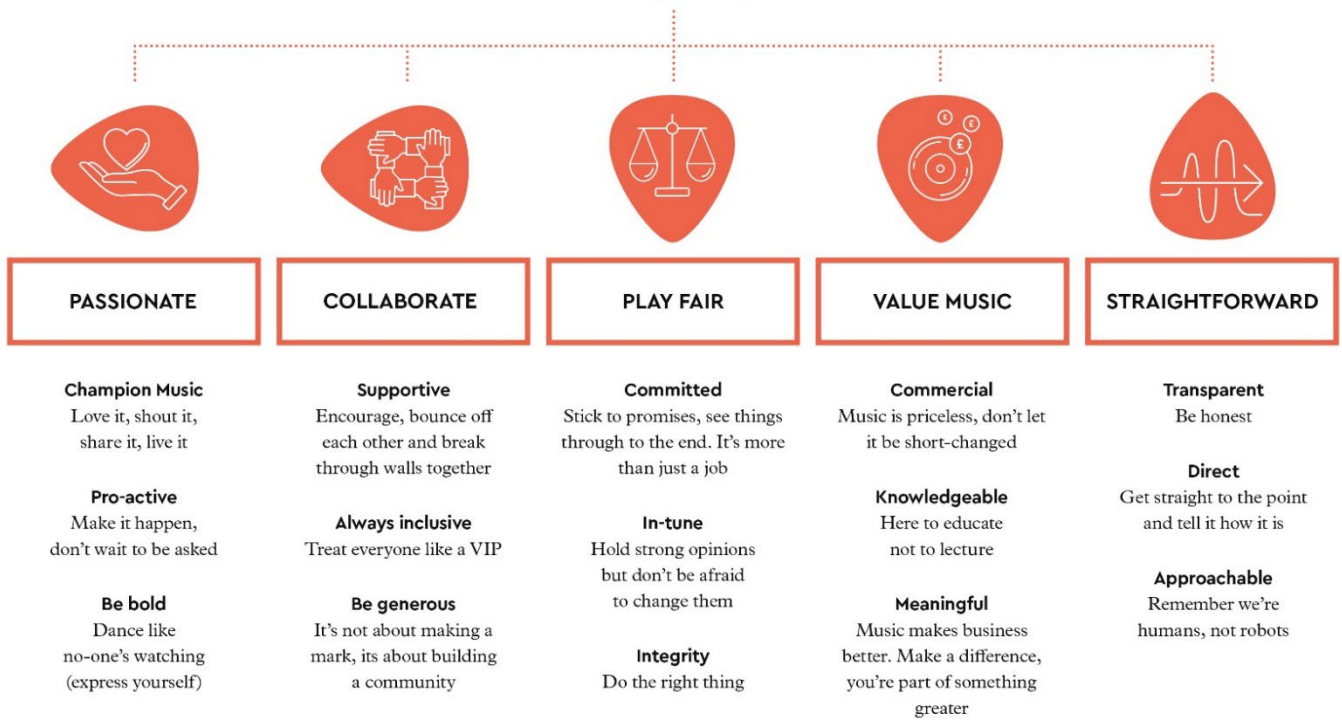
## Even more reasons to join us

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 gym membership
- 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

# The Best Music Licensing Experience in the world



## How to join PPL PRS and become a band member

Have we stuck a chord? Would you like to join PPL PRS and become a band member? Then we would love to hear from 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.

