

SENIOR SERVICE AND STANDARD REVIEW MANAGER



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 Senior Service and Standard Review Manager to drive maximum revenues through review of existing licences and identification of additional music usage. You will drive ‘best in class’ customer experience ensuring all customer service levels are achieved and all complaints managed within guidelines. You will lead, manage and motivate Customer service and Standard Review teams to provide the best service possible to our customers whilst continuously meeting and exceeding targets.

The role

Sales and Service

- To drive delivery of maximum revenue from existing licensees through effective management of licence reviews for non-key account customers. This includes responsibility for the effective and timely management of all review’s methods/channels including outbound and inbound call, online and automatic reviews
- To work with the Standard reviews manager to ensure delivery of the strategic growth targets
- To work with other teams in the department to drive review revenue (e.g. collections and enforcement)
- To monitor service quality and ensure that service standards and targets are continuously achieved and exceeded
- To drive ‘best in class’ customer experience, ensuring complaints are resolved within guidelines and that lessons are learnt from any issues
- To identify and respond to trends relating to complaints and queries
- To educate stakeholders across the organisation on the impact of communications to customers
- To champion the customer experience across the organisation
- To manage the review budget and understand any variance in monthly achievement, putting in future plans to achieve budget and remedial actions to address where appropriate
- To develop and maintain knowledge of sectors in order to maximise specific revenue streams through proactive management and conversion of sales and upsell opportunities

- To foster a best in class licencing experience within the standard reviews team, improving customer experience and ensuring we deliver on our promise for our customers.

Leadership

- To proactively develop the standard Reviews and Customer Service Teams' knowledge of the customer base and licensing legislation, and ensure the necessary levels of tariff knowledge and sales skills are maintained
- To provide leadership and direction to the team to ensure the delivery of high performance, acting as an enthusiastic and motivated role model and coach
- To take responsibility for the performance management of direct reports including conducting 121s, setting objectives, holding performance reviews
- To manage team resources through effective recruitment and replacement of employees, ensuring correct staffing levels to undertake the required work
- A champion of change, working with customer service to drive service level performance, ensuring we are available for our customers needs, respond right first time, deliver a quality licence experience

Other

- To manage the communication across the Teams and other internal departments using a variety of channels to give consistent information, seek ideas and views about process improvements and general issues
- To represent the company to internal and external parties
- To work positively and co-operatively in order to assist in the achievement of overall company goals
- To interpret MI and analysis on business performance and identify ways to improve results, efficiency, cost and customer satisfaction
- To contribute to the budgeting and forecasting processes
- To proactively provide suggestions to drive continuous improvement in the area of responsibility
- Work with the head of commercial to drive the service strategy for the business
- Support HR and champion the people strategy for the business
- Deliver an award-winning service and standard accounts operation
- Align the operations and foster a collaborative working environment

Your experience

Essential

- Educated to degree standard (or equivalent) or experienced to that level
- Experience of managing multiple projects and varying team sizes within a customer service, target driven environment, managing people, workflow and service levels
- At least 2-3 years' experience in a customer facing role
- Experience of using a CRM system
- Experience of working in a management role in a contact center environment
- Experience of managing complaints
- Experience of managing a large team and overseeing the full employee lifecycle from recruitment, induction through to performance management and succession planning
- Experience of resource planning
- Competent using Microsoft Office– Word, Excel, PowerPoint, Outlook
- Leadership experience in customer service essential

Desirable

- Understanding of Copyright legislation and its impact

Person profile

- Customer service
- Stakeholder management
- Relationship management
- Leadership and motivation
- Communication and influencing
- Team player
- Drive for results
- Commercial awareness
- Planning and organising
- Attention to detail
- Judgement and decision making
- Analytical skills
- Prioritising
- Quality and accuracy

- Problem Solving and analysis
- Self starter

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 and 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



PASSIONATE

Champion Music

Love it, shout it,
share it, live it

Pro-active

Make it happen,
don't wait to be asked

Be bold

Dance like
no-one's watching
(express yourself)



COLLABORATE

Supportive

Encourage, bounce off
each other and break
through walls together

Always inclusive

Treat everyone like a VIP

Be generous

It's not about making a
mark, its about building
a community



PLAY FAIR

Committed

Stick to promises, see things
through to the end. It's more
than just a job

In-tune

Hold strong opinions
but don't be afraid
to change them

Integrity

Do the right thing



VALUE MUSIC

Commercial

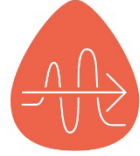
Music is priceless, don't let
it be short-changed

Knowledgeable

Here to educate
not to lecture

Meaningful

Music makes business
better. Make a difference,
you're part of something
greater



STRAIGHTFORWARD

Transparent

Be honest

Direct

Get straight to the point
and tell it how it is

Approachable

Remember we're
humans, not robots

How to join PPL PRS and become a band member

Have we struck 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 and tell us what makes you stand out from the crowd and why you think you'd fit right in.

Closing date:

