



STANDARD ACCOUNTS TEAM

**PPL
PRS**
United for Music

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 Standard Accounts Team Manager to drive maximum revenues through the review of existing licences and identification of additional music usage where appropriate. To drive “best in class” customer experience ensuring all customer service levels are achieved and all complaints managed within our Code of Conduct guidelines. To lead, manage, motivate and review our Customer Service Advisers, to provide the best service possible, whilst continuously meeting and exceeding targets.

The role

Sales and Service

- 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 methods/channels including telephone, online and automatic reviews
- Work with other teams in the department to drive review revenue (e.g. collections and enforcement)
- Monitor service quality and ensure that service standards and targets are continuously achieved
- Drive ‘best in class’ customer experience, ensuring complaints are resolved within guidelines and that lessons are learnt from any issues
- Identify and respond to trends relating to complaints and queries
- Educate stakeholders across the organisation on the impact of communications to customers
- Champion the customer experience across the organisation
- Manage the review budget and understand any variance in monthly achievement, putting in remedial actions to address where appropriate
- Develop and maintain knowledge of sectors in order to maximise specific revenue streams through proactive management and conversion of sales and upsell opportunities

Leadership

- Proactively develop the Standard Accounts Teams’ knowledge of the customer base and licensing legislation, and ensure the necessary levels of tariff knowledge and sales skills are maintained
- Provide leadership and direction to the team to ensure the delivery of high performance, acting as an enthusiastic and motivated role model and coach

- Take responsibility for the performance management of direct reports including conducting 121s, setting objectives, holding performance reviews
- Manage team resources through effective recruitment and replacement of employees, ensuring correct staffing levels to undertake the required work

Other

- 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
- Represent the company to internal and external parties
- Work positively and co-operatively in order to assist in the achievement of overall company goals
- Interpret MI and analysis on business performance and identify ways to improve results, efficiency, cost and customer satisfaction
- Contribute to the budgeting and forecasting processes
- Proactively provide suggestions to drive continuous improvement in the area of responsibility

Your experience

- Previously managed large teams and overseeing the full employee life-cycle from recruitment, induction through to performance management and succession planning
- Ability to manage people, workflow and service levels
- At least 2-3 years' experience of working in a management role in a contact centre environment
- Knowledge of using a CRM system
- Experience of managing complaints
- Competent using Microsoft Office- Word, Excel, PowerPoint, Outlook

Person profile

- Customer service
- Stakeholder and 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

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 & 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 its 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.

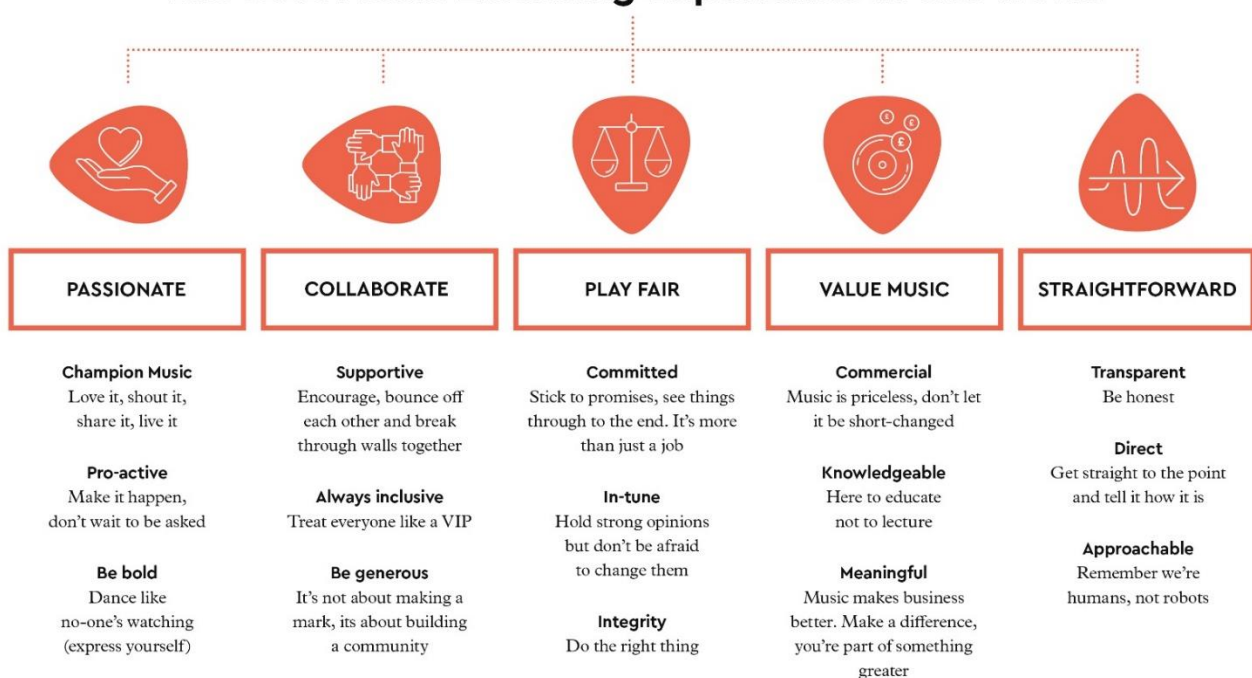
Play Fair

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. Were 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



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

