



Job Pack

Customer Support Advisor

Copy, Right



About Copyright Licensing Agency

The Copyright Licensing Agency Ltd (CLA) is at the forefront of the rapidly developing fields of intellectual property and electronic rights management. We licence organisations for photocopying, scanning and digital reuse of articles and extracts from print and digital publications. This includes books, magazines, journals, electronic and online publications, as well as press cuttings or documents supplied by a licensed third party.

*“Our mission is to **help customers legally access, copy and share the published content they need**, while also making sure that copyright owners are paid fair royalties for the use of their work.”*

Where does the money go?

We are a not-for-profit, so all the money we collect in licence fees is distributed to the copyright owners after our costs have been deducted. During any financial year, our licence fees are distributed to our partner organisations; ALCS, PLS, DACS, PICSEL and international reproduction rights organisations for onward payment to writers, publishers and visual artists including illustrators and photographers.

Job Description







Customer Support Advisor

Contract type	Permanent
Department	Marketing and Product
Salary	Dependent on experience
Reports to	Senior Product Manager

Role Summary

Reporting to one of our Product Managers, this role will be responsible for addressing customer issues, resolving them according to service level agreements as well as helping to on-board new customers and retain existing ones for CLA's digital products. This role is key in helping to gather actionable insights from customers providing recommendations to the product team to help support our strategic objectives both at a product level as well as overall revenues for CLA.

Our values are:

-  We support creativity
-  Our knowledge is our strength
-  We find solutions
-  We connect creative communities
-  We are ambitious
-  Our people make us who we are

The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.

Job Description

Customer Support Advisor

Main responsibilities/Key tasks

- Handling customer queries, providing appropriate solutions and alternatives within the agreed SLA timelines
- Liaising with IT support and development teams as well as Product managers to ensure customer support issues are prioritised and appropriately actioned
- Providing proactive recommendations and suggestions to the product team for improvements based on customer feedback
- Gaining market insight on competitor and adjacent offerings
- Providing product training and demos to prospective customers and respond to non-technical support queries, manage communications to all product customers in cases of scheduled downtimes, system errors and new product functionality
- Setting up new prospective customers/trialists on the demo sites of CLA's digital products, helping them get the most out of the products and providing Product Managers support on converting them to users of our live products (adoptions) with support from the technical team
- In liaison with the Product Managers, running webinars with customers to provide training on the products and promoting the services to support new adoptions as well as retain existing customers
- Creating/suggesting new flexible ways of working to meet the demands from customers while supporting CLA business objectives
- Ensuring all customer interactions are recorded on the Customer Management System (Zendesk), sharing with commercial partners as appropriate
- Gathering and providing actionable reports on customer feedback and testimonials that can be used for marketing purposes as well as inform product development
- Maintaining an online Knowledge base (database of FAQs) to accommodate and promote self-service to customers
- Liaising with Commercial teams on a regular basis to ensure all queries related to the CLA Licences are passed onto them
- Writing monthly blog posts relevant for Education Platform users, liaising with Marketing and the Product Manager



Job Description

Customer Support Advisor

Person Specification

Core skills and attributes needed to fulfil this position are:

- Proven experience in supporting digital products, ideally with knowledge of the education sectors
- Excellent interpersonal skills
- Excellent communication, presentation and organisation skills
- Strong understanding of digital products
- Strong phone contact handling and active listening skills
- Customer orientation and ability to adapt/respond to different types of individuals and organisations
- Ability to multi-task, prioritise and manage time effectively
- Ability to translate technical jargon to 'plain English' when speaking to customers and stakeholders

Benefits

- **Holiday**
27 days in a full calendar year, in addition to all bank and public holidays, and pro rata for part-time staff and those joining during the year. Three days of which are fixed to be taken between Christmas and New Year.

Holiday entitlement increases to 29 days after 5 years' service and 32 days after 10 years' service (pro-rated for part-time employees).
- **Holiday Purchase Scheme**
In addition to annual holiday, staff may purchase up to one week's additional holiday in any given leave year.
- **Group Personal Pension Plan**
CLA operates a Group Personal Pension plan with a minimum employee contribution of 5%. CLA will contribute 4.5% within the first year, rising to 7.5% after one year and 10% after 4 years' service. After one year, matched funding is available (up to 2.5%) for additional employee contributions above 5%. Membership of the pension scheme is available on a salary sacrifice basis and the Employer's NI savings on your contribution will be paid as an additional amount to your pension fund.
- **Hybrid working**
CLA has a Hybrid Working policy which includes the opportunity to work from home and office hot desking, giving employees the freedom to work where they are most productive. Hybrid working not only encourages collaborative and productive workstyles within CLA, but also allows for cross-organisational practices to be carried out with significant efficiency.

- **Life Assurance**

The scheme is non-contributory to members and offers a minimum of four times basic salary on death in service. (Salary is based on basic salary at time of death excluding any bonuses or additional payments).

A satisfactory health declaration may be required as a condition of joining the Life Assurance Scheme.

- **Healthcare**

All staff are entitled to join the company private healthcare scheme on a single member basis after the completion of six months' service. Family membership (at preferential rates) may also be purchased.

- **Asset Cash Plan**

After completing three months of service, all employees have the privilege to enroll in Level 2 of the company's Asset Cash Plan. There's also an option for employees to enhance their plan and include their partners at preferential rates. If employees opt for these upgrades or wish to include their partners, they will be responsible for the associated costs.

However, employer-funded cash plans are a taxable benefit and we are required to inform HMRC annually of any payments made on your behalf in relation to the cash plan scheme. Your tax code will then be adjusted to reflect the value of the benefit.

- **Incentive Scheme**

The scheme is dependent on CLA reaching its revenue and distribution targets and is paid in May. Achievement of target (plus 100% Distribution) will result in a maximum 10% bonus (pro rata depending on joining date in the financial year in the first year of employment).

Performance in excess of the UK revenue target (plus 100% Distribution) will result in an equivalent % bonus being available.

- **Personal Accident Insurance**

- **Employee Assistance Programme**

All staff have access to a 7 day-a-week 24 hour helpline which provides help with problems such as legal, marital, bereavement or a workplace issue.

- **Professional Subscriptions**

Recruitment Process

Send application to human.resources@cla.co.uk

Closing date 12PM on Friday 1 December 2023

