



Job Pack

Customer Success Manager  
Team Leader

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 Success Manager – Team Leader







<b>Contract type</b>	Permanent
<b>Department</b>	Commercial
<b>Salary</b>	Dependent on experience
<b>Reports to</b>	Head of Sales and Renewals – Corporate

### Role Summary

To lead and manage our Customer Success Managers and their engagement with Mid-tier and Key Accounts across all sectors, ensuring the team is supported in keeping customer details and communications recorded accurately, accounts are renewed in a timely manner, and the introduction of new products and potential upgrades are processed correctly.

The Team Leader for Customer Success Managers will need to manage a small set of key customer accounts across all industries, in addition to overseeing the team's objective to seek opportunities to grow our customer revenue and process customer renewals in line with Key Performance Indicators. You will be responsible for ensuring all invoices are completed in a timely manner, all department and individual objectives are met throughout the year, the accurate maintenance of all customer records, whilst also ensuring that system processes and documentation for the team are accessible and up to date. You will be expected to consider continual improvement of systems and be a lead in any new systems implementations. You will also be expected to work in collaboration with other departments to execute company processes. work with Tech and Commercial Sales Ops to price specific licences and deliver system improvements. You will also be expected to embrace CLA culture and values, fostering an environment where your team actively demonstrates these in their work.

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.



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### Main responsibilities/Key tasks

#### Staff Supervision:

- Ensure Customer Success Managers (CSMs) are supported, managed and developed.
- Manage staffing levels for the team ensuring cover is in place at all times.
- Inclusive teamwork is encouraged, with responsibilities shared throughout the team to ensure executives in the CS team are motivated, trained and regularly reviewed in 1:1 meetings.
- Development opportunities and/or performance issues are managed and dealt with appropriately with support from HR if required.

#### CLA revenue generation:

- Ensure the workload is effectively allocated across the team of executives to achieve targets and deliver at peak times.
- Oversee the invoicing, crediting and cancellation process to ensure a consistent approach is being applied.
- Work with the Head of Sales and Renewal – Corporate to ensure new products and licences are effectively rolled out to the wider CS team.

#### Customer Support and Development:

- Work with CSMs to ensure customer queries are dealt with in a timely and professional manner in line with the CLA code of conduct.
- Train and support the wider team with regard to customer communications to help build skillsets and provide a consistent voice.
- Ensure the programme and timeframe of communications with Licensees is developed and maintained as part of the renewal process.
- Work with Marketing to ensure correct up to date collateral and wording is used in customer communications.
- Ensure escalation procedures are in place for handling inbound queries and engaging the right individuals/departments in a consistent manner.

#### Systems and Data Management:

- Ensure CS systems are maintained accurately by the team, and that the Sales and Renewal Pipeline process is adhered to so that data is amended accurately.
- Work with Commercial Sales Ops to help implement any new technology across the CS team to ensure licence renewals, invoicing, and reporting aren't adversely affected.
- Ensure customer and licence data is maintained for accuracy on a routine basis.
- Ensure Pipeline reports and standard reports for the team are accurate and maintained accordingly.

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## Customer Success Manager – Team Leader

### Essential Experience

#### Core skills and attributes needed to fulfil this position are:

- Proven Customer Success/Account Management/Relationship/Stakeholder engagement experience aligned with a track record of upselling services and/or products.
- Experience working with customer databases and orders/invoice processing.
- Medium to high level of IT skills with knowledge of reporting methodology.

#### Personal Skills:

- Well-developed communication skills, both written and verbal.
- Supervisory skills/experience.
- Customer-focused with excellent organisational skills and ability to work well under pressure.
- Excellent analytical, research and problem-solving skills.
- A good team player who can work collaboratively across teams and is self-motivated with a proactive approach to work.
- Organised and able to efficiently meet critical deadlines.
- Experience of using CRMS particularly Salesforce.
- Knowledge of Microsoft Office, in particular intermediate knowledge of Excel.
- Ability to work under their own initiative and able to flag issues with line managers when encountered.



## 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](mailto:human.resources@cla.co.uk)

**Closing date** 12PM on Monday 11th Novemebr 2024

