



Job Pack

Junior Customer Success Manager

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

Junior Customer Success Manager







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

Role Summary

Provide first line of customer engagement for Mid-tier and Key Accounts across all sectors, ensuring that customer details and communications are recorded accurately.

The Junior Customer Success Manager will need to manage a set of customer accounts across all industries, seeking opportunities to grow our customer revenue and process customer renewals in line with Key Performance Indicators. You will be responsible for building relationships with customers so that CLA is regarded as an integral partner to their business and will be first point of contact whilst liaising with other departments to ensure CLA responds in a consistent and timely manner in line with agreed standards. The Junior Customer Success Manager along with the CSM's will be responsible for providing intelligence, support, and reporting on customer activity as and when required by the line manager and wider organisation. You will work closely with the Sales and Business Development team to onboard new Key Account customers whilst upholding our company values.

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

Junior Customer Success Manager

Main responsibilities/Key tasks

- Oversee management of a core set of customer accounts to generate invoices and additional documents as part of the CLA's contract renewal process for existing licensees.
- Accurately invoice customers in a timely manner in line with set forecasts and budgets by ensuring CLA is in regular contact with our customer base.
- Coordinate account management across all licensee stakeholder bodies and work with key stakeholder groups and representative bodies to ensure licence benefits and terms are understood by their communities and provide appropriate support where needed.
- Ensure annual renewals budget is achieved or exceeded and seek opportunities for additional revenue from existing customers.
- In consultation with the Head of Sales and Renewals – Corporate, lead negotiations on new or renewal agreements with key customers, implementing long term contracts where necessary.
- Support Head of Sales and Renewals – Corporate in the planning and delivery of an effective programme of training and promotional events within appropriate sectors to raise awareness and demonstrate the value of the CLA licence applicable to each sector.
- Planning and implementation of CLA activity across sectors in collaboration with Senior Managers and Heads of Departments to contribute and deliver new ideas for stakeholder engagement across a range of platforms.
- Ensure CLA products and services are fully understood and customer information crucial to renewals is maintained accurately whilst ensuring that clear, comprehensive, and up-to date support material is easily accessible to all customers.
- Support Finance team by coordinating engagement over late payment or unpaid invoices with Mid-tier and Key customer accounts.
- Have a broad knowledge of all CLA licences and products whilst building an understanding of key sectors within our customer base. Provide market intelligence around common key areas of interest/concern and test licence development ideas and opportunities.
- Assist and support the organisation with planned and ongoing audits.
- Provide first line of customer support for all accounts, ensuring that all correspondence and queries are answered and resolved with appropriate, well-informed advice and in line with CLA service level agreements.
- Ensure CLA fee metric data and customer information crucial to renewals is maintained accurately within CLA's CRM management system and that records of all customer contacts are managed and recorded.



Job Description

Junior Customer Success Manager

Main responsibilities/Key tasks

- Provide ownership of customer base for all communications coming in and going out from the CLA by building and sustaining working relationships with CLA's agents as well as supporting negotiations/discussions where appropriate.
- Liaise with other departments as necessary to support customer queries or to impart key information about CLA offerings.
- Produce accurate progress reports for line manager as required.

Essential Experience

Core skills and attributes needed to fulfil this position are:

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

Personal Skills:

- Well-developed communication skills, both written and verbal.
- Customer focused with excellent organisational skills and ability to work well under pressure.
- Excellent analytical, research and problem-solving skills.
- A good team player with a self-motivated, proactive approach to work.
- Ability to work under their own initiative and able to flag issues with line managers when encountered.

Systems and Data Management:

- Good skills across Microsoft Office programmes.
- Ensure CLA customer information and data is logged, maintained, and updated as directed by the CS team leader and in line with CLA Data governance policies.
- Ensure customer data and licence information is maintained and monitored for accuracy on a day-to-day basis to ensure customers are renewed in a timely manner.
- Follow standard procedures for logging customer communications.
- Flag any technical issues or discrepancies promptly with line managers.

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 Monday 11th November 2024



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