



Job Pack

Field Operations 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

Field Operations Manager

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| Contract type | Permanent |
| Department | Operations |
| Salary | Dependent on experience |
| Reports to | Data Research and Development Manager |

Role Summary







The Field Operations Manager is responsible for delivering CLA's Data Collection operations across a wide-range of Corporate, Education and Public sectors. Reporting to the Data Research and Development Manager, the Field Operations Manager is a key member of the Operations team, leading a team of Sector Managers and Royalties Officers to collect data on the copying and re-use of published works. This data informs CLA's distribution of collective licensing revenue to authors, visual artists, and publishers, which in 2024 totalled more than £82 million.

The role will deliver and grow data volume and quality across all sectors, whilst ensuring a positive customer experience and safeguard licence revenue. Managing the flow of data from customer to the Operations team, accuracy, communication, timeliness and efficiency will be critical to delivering an effective data collection programme, when managing multiple methodologies, across diverse sectors, to differing timetables. Whilst the data collection methodologies are well-established, CLA continually seek ways to improve how we deliver our work, and as such the role will be critical in both identifying and delivering enhancements.

The Field Operations Manager will lead, recruit and train the team of Sector Managers and Royalties Officers, supporting the team through data collection exercises, answering customer questions, escalating licence queries, and ensuring the quality and robustness of our data collection methodologies are met at all times, within the operational budget.

The role will contribute to all five of CLA's company objectives, as we strive to deliver services and technology that meet the licensees' and rightsholders' needs, and use data to add value to our stakeholder relationships and inform strategic decision-making whilst upholding CLA's 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

Job Description

Field Operations Manager

Main responsibilities/Key tasks

Operational Delivery

- Deliver Data Collection Operations across Corporate, Education, and Public sectors, within budget.
- Meet and exceed data volume targets, whilst maintaining data quality and a positive customer experience.
- Ensure timely and accurate transfer of customer usage data for onward processing.
- Support team with customer engagement or managing challenging customer enquiries or expectations.
- Work with the Data Support Manager to ensure you have the tools and resources to work effectively; including, but not limited to, reporting systems working effectively, robust and agile customer samples, and up to date budgetary information.
- Deliver excellent customer service for customers and promote awareness of CLA and the licences, including the importance of data collection to rightsholders and the creative ecosystem.
- Work closely with the Commercial department to ensure customer information is kept up to date, and any licence risks or issues are flagged through agreed channels.
- Report to key data collection activity and progress to key stakeholders, highlighting successes, and flagging issues or risks as they occur.

Ensure processes are clearly documented, maintained and accessible, and effectively cascaded to the field team.

People

- Lead a team of Sector Managers and Royalties Officers to deliver a full programme of data collection exercises.
- Mentor and motivate the team to achieve productivity and engagement.
- Set clear and measurable objectives, in line with company objectives, KPIs, and values.
- Implement effective succession planning across the team, to ensure business continuity.
- Recruit and train new starters when required, and support training for the team on new technology, methodologies or processes.
- Be a champion of the Operations team and data collection function within the wider organisation.



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Field Operations Manager

Person Specifications

Technical Knowledge and Skills

- Excellent and demonstrable leadership and coaching skills.
- Excellent written, oral and listening communication skills.
- Collaborative approach, and ability to work across multiple teams.
- Able to work accurately, with attention to detail.
- Can-do approach, and adept problem solver.
- Well-organised and able to work to critical deadlines.
- Experience of data collection operations and methodologies.
- Experience managing operational teams.
- Technically astute, with good skills across Microsoft Office suite.

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.

Benefits

- **Pay and grading**

CLA has a pay and grading structure, your role has been graded at 4.

- **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 3 days a week, with a expectation for 2 days in 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 Wednesday 5th March 2025



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