



Job Pack

Product Owner

Operations

Copy, Right





About Copyright Licensing Agency

With annual revenues of over £90m and bilateral agreements with over 35 international partners, The Copyright Licensing Agency (CLA) plays a critical role in the UK creative economy. 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 re-use of articles and extracts from print and digital publications. We provide several content platforms and digital workflow tools to help our licensees make the most of the content they own.

“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 non-profit making 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 member organisations; ALCS, PLS, DACS, PICSEL, and to international reproduction rights organisations for onward payment to writers, publishers and visual artists including illustrators and photographers.

Job Description

Product Owner

Contract type	Permanent
Department	Operations
Salary	Professional, Grade 4
Reports to	Head of Operations






Role Summary

The Product Owner (Operations) is responsible for business-critical systems, which are essential in delivering CLA's mission to ensure that copyright owners are paid fair royalties for the use of their work. As Product owner for CLA's distribution data processing system (DEx), its primary customer data reporting platform (MyContent), and its automated data identification system (Matchbox), the role will act as liaison between Operations, Project Management and Development teams, ensuring that requirements are prioritised, product backlog is managed appropriately, processes are simplified, testing is supported and training of the systems are delivered with supporting documentation. The Product Owner (Operations) is responsible for these three critical internal products, and future products in development, and acts as Product Owner for any PMO-led development initiatives.

The Product Owner (Operations) owns and drives the development of these key systems, and is the key point of contact for third-party suppliers when delivering small changes to its systems' under Operations' continuous improvement strategy. The role supports the Operations team to review and analyse current processes, identify improvements, recognise opportunities and implement changes to optimise operational performance, supporting the delivery of CLA's strategic objectives.

The role supports the writing and presenting of new business cases for Operations initiatives, presenting clear, compelling, benefits-based proposals to acquire funding and resource. The role works closely with the Operations, Technology and Product teams to scope, build and test system improvements, clearly defining objectives, measuring benefits, prioritising improvements based on gains and required effort, and delivering projects using CLA's Scaled Agile delivery framework whilst upholding the values of the organisation in all interactions:

Our values are:

-  We support creativity
-  Our knowledge is our strength
-  We find solutions
-  We connect creative communities
-  We are ambitious

Job Description

Product Owner

Main Responsibilities/Key Tasks:

- Own the product vision, roadmap, and delivery of the systems development.
- Identify key requirements, own the delivery backlog, and define sprint goals.
- Define testing and training plans, plan and deliver UAT through the creation of test scripts and acceptance criteria, managing internal stakeholders to ensure testing is delivered to schedule.
- Manage Operations' systems risks, issues and dependencies.
- Lead Discovery process of new initiatives in conjunction with Technology teams.
- Support the project team to create and disseminate appropriate release notes.
- Identify, capture and measure benefits, providing data to the Audit and Risk Assurance Committee.
- Represent the Operations team as PO within the project delivery team, ensuring priorities of the team are communicated and conflicting priorities resolved.
- Support the Operations team identifying and prioritising new features.
- Support the delivery of systems' user training to the Operations team.
- Ensure up to date systems documentation for business and configuration processes.
- Write and present business cases for new systems developments, securing resource and budget to deliver initiatives, helping deliver CLA's strategic objectives.
- Own the systems/admin areas and systems' configuration.
- Act as the key point of contact for Operations' systems, responsible for business-level decisions, and any other systems related matters.

Continuous Improvement and Project Management

- Identify, analyse and challenge processes across Operations, and develop business cases for new projects and development opportunities, highlighting where to simplify processes/ways of working, as leverage to work smarter and reduce cost.
- Represent Operations on project teams and working groups for new projects, development initiatives, feasibility studies and any other opportunities presented by the business.
- Liaise with internal and external stakeholders to ensure proposed improvement changes are aligned with requirements and needs of our colleagues, licensees and rightsholders.
- Support Operations team managers and team leaders to educate and train colleagues to perform new processes, identifying skills gaps and training needs where required.
- Oversee documentation of Operations' processes, ensuring documents are updated as processes evolve, are written clearly and logically, and are easily accessible.
- To champion the Operations team, presenting new initiatives and benefits to the business.

Job Description

Product Owner

Stakeholder Management

- To assist member CMOs with systems-related queries, and collaborate with members to identify their business needs in the context of Operations' system and process improvements.
- To work across departments to identify and help streamline end-to-end processes and visibility.
- To give visibility of any challenges/opportunities to the Head of Operations and key stakeholders.
- Participate in and initiate key stakeholder meetings, acting as Chair where necessary.
- Any other tasks as reasonably required.

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

Product Owner

Person Specification

Core skills and attributes needed to fulfil this position are:

Essential Experience

- Product Manager/Owner experience
- Managing development backlog, writing user stories, and acceptance criteria
- Experience Agile project management (certification desirable)
- Experience delivering continuous improvement strategies
- Effective management of third-party suppliers

Desirable

- Knowledge/experience of bibliographic data and systems

Personal Skills

- Collaborative, creative and solution-oriented
- Self-motivated and able to work on own initiative, pro-active approach
- Excellent coaching and mentoring skills
- Ability to communicate technical information to a variety of stakeholders
- Good negotiating and influencing skills
- Ability to work accurately to tight deadlines
- Ability to build good working relationships with internal and external stakeholders
- Excellent oral and written communication skills

Technical Knowledge & Skills

- Leadership
- Continuous improvement
- Agile Project Management
- Knowledge of bibliographic data and databases
- Excellent core software knowledge (Atlassian suite, Microsoft suite, Miro)

Benefits

- **Pay and grading**

CLA has a pay and grading structure.

- **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.

- **Private Healthcare Insurance**

All staff are entitled to join the company private healthcare scheme on a single member basis and at no extra cost to the employee after the completion of six months' service. Family membership (at preferential rates) may also be purchased with the employee paying the difference above the single member rate.

However, the employer-funded element of the cash plan is a taxable benefit and this will be processed through the monthly payroll on a monthly basis. If you wish to include your partners, they will be responsible for the associated costs.

- **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.

- **Company Bonus Scheme**

The scheme is dependent on CLA's collective success in achieving business KPIs and is paid in May. Bonus' are pro rata depending on joining date in the financial year in the first year of employment. To qualify for a bonus, employees must attain a performance rating of Effective or above..

- **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 18th March 2026

