

Service Development Manager

ICE Services Ltd, Kings Cross, London, N1C 4AG
Circa £45,000 per annum (depending on experience)



ICE Services Ltd is an international company that represents music rights across multiple territories, simplifying the process of digital music licensing across Europe and beyond, ensuring that associated royalties are paid quickly, accurately and effectively to our collecting society and music publisher customers.

We operate in a fast-moving and sophisticated market and are looking for proactive, flexible, energetic people to join us in this exciting venture. As a business operating in a highly fluid and complex market, ICE Services requires all of its employees to adopt a flexible, positive and entrepreneurial approach to the developing requirements of their role and responsibilities.

As the Service Development Manager you will be responsible for the effective coordination and delivery of key developments in our business services that respond to our Customers' changing needs. Working closely with a diverse range of stakeholders you will be responsible for customer consultation, analysis and the coordination of activities sequencing to secure the optimal level of commitment from stakeholders. You will also monitor the outcomes of change initiatives to ensure stated benefits are realised and further improvement opportunities are identified.

You will be responsible for gathering and understanding our Customers' needs and requirements before translating those into designs for business change in order to drive new or improved services or greater efficiency. You will be required to present and sell the benefits of the new processes and the change required in order to gain broad agreement across our internal stakeholders and Customers.

As part of your role you will be responsible for carrying out regular reviews of our business performance in order to adapt and develop our standard Customer Service Levels, whilst working with others to ensure the organisation's overall programme of development, including the scope of each project, cover the necessary aspects required to deliver the products or services that will lead to improved customer satisfaction and operational benefits.

You will take the lead on transition management of the business services developments, ensuring that business as usual is maintained during the transition and the changes are effectively integrated into the business and communicated as required.

You will be responsible for ensuring proposal created by other internal stakeholders outline the full customer requirements and processes involved and assign responsibilities across the business with no duplication of work effort across the various work streams.

As part of this role you will be expected to attend and input into the Internal Online Working Group in order to prioritize Change Requests ensuring communication is maintained between all stakeholders (cross departmental and external) throughout each Change Request's lifecycle and that all organisational procedures are adhered to, objectives are identified and met, and benefits realised from the implementation of the change.

You will be customer facing through regular direct meetings with Customers and through supporting senior management in preparing for and presenting at the ICE Customer Working Group and liaise with our various licensing customers to ensure that wherever possible operational terms are standardised across the various licences we administer wherever possible.

You will ensure legal, regulatory, policy and procedural compliance in area of specialism, identifying opportunities and risks and escalate report to management as appropriate

The ideal candidate will have a high level presentation skills and technical proficiency with computer software, including an excellent understanding of all Microsoft Office programs. They will have a history of first-class customer service, preferably within music publishing, royalty administration or a related field. They will have a passion for music that includes an understanding of Digital Service Provider business models and the surrounding creator/rights holder remuneration considerations.

A functional understanding and interest in all aspects of Pan-European licensing/administration and the underlying systems, processes and resources would be an asset, as would experience with managing the expectations of stake-holders and the ability to build and maintain relationships at all levels with Service Providers and other members of the ICE Services and Operations teams.

Applications

If this sounds like you and you have a passion for making a difference, please apply by sending your CV and covering letter to recruitment@uk.icerights.com by 21 July 2017.

(PRS for Music provides recruitment services on behalf of the company)

We recognise, welcome and value diversity and are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work together effectively to achieve our goals