

Job Description: Broadcast Licensing Administrator– Media Licensing**Job Description: Broadcast Licensing Administrator - Media Licensing***Last updated: 28 May 2021*

Department	Media Licensing
Job title	Broadcast Licensing Administrator
Basis of employment	Full time, Permanent
Award classification	Clerks - Private Sector Award 2010 (Classification 3)
Reports to	Manager, Broadcast Licensing
Supervises	N/A
Background to the role	The Broadcast Licensing Administrator is responsible for the invoicing and client liaison for all AMCOS Production Music clients as well as general assistance in the day to day processes of the Media Licensing Department.
Objective	<ul style="list-style-type: none"> • To be the frontline support for day to day inbound queries that come through our live chat, phone & email. • Ensuring that all clients are invoiced in a timely manner. • Ensuring clients are provided with detailed and accurate information regarding licence schemes and copyright. • Ensuring smooth workflow of both invoicing and debtor management functions. • In conjunction with the Account Manager, Broadcast Licensing, ensuring that all Broadcast licences are administered in a timely fashion, including invoicing and debt collection.
Duties and responsibilities	<p>Key responsibilities:</p> <ul style="list-style-type: none"> • Invoicing of Production Music Licence Applications • Responding to Production Music Supplier queries • Client liaison • Assisting with Production Music Compliance Project <ul style="list-style-type: none"> - PM First Use - Compliance Data Extract Check - Top Downloader's Report - Social Media Monitoring - Client visit preparation • Registration of new clients and filing of client registration forms • Debtor management • General assistance to Media Licensing Director, Broadcast Licensing Manager and Account Manager – Broadcast Licensing as required • Client Checks as required • General clerical and administrative duties as required • Other duties as required from time to time

Job Description: Broadcast Licensing Administrator– Media Licensing

Key relationships	<ul style="list-style-type: none"> • AMCOS Production Music Suppliers • Finance
Qualifications	n/a
Skills & experience	<ul style="list-style-type: none"> • Intermediate to Advanced Word, Excel and database proficiency • High verbal and written communication skills • Excellent keyboard skills • Excellent attention to detail • Strong ability to build positive relationships with clients and colleagues • An understanding of production music would be advantageous
Competencies	<ul style="list-style-type: none"> • Organisational and prioritisation skills • Apply analytical thinking to tasks and processes, considering how they may be improved and offering suggestions for improvements where appropriate • Uses effective verbal and written communication in dealings with suppliers, clients, and staff • In depth market understanding • Demonstrates persistence in following up on queries and liaising with suppliers, clients and APRA AMCOS staff to resolve queries • Develop positive working relationships with Suppliers, Clients, and staff • Be able to work within the timeframes and deadlines which may apply to tasks, managing time effectively and prioritising tasks appropriately, while maintaining expected standards of accuracy and efficiency • Take responsibility for their own personal development, engaging in discussion with the team leader and/or manager, seeking feedback from them and others and responding constructively • Be open to/accepting of changes to procedures and structures made to improve efficiency • Demonstrates ethical and transparent work practices in the handling of confidential supplier and client data.
Other requirements	<p>APRA uses agile ways of working and training and participation in agile working is an inherent requirement of this role.</p> <p>Some out of hours work may be required from time-to-time.</p> <p>All APRA AMCOS staff are expected to:</p> <ul style="list-style-type: none"> • Conduct themselves in a way that is aligned with our stated Brand Purpose, Values and Personality. • Comply with all company policies including the requirements of the Employee Code of Conduct and the Collecting Society Code

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	<p>of Conduct to which APRA AMCOS is a signatory.</p> <ul style="list-style-type: none">• Work with, develop positive relationships with, communicate with and coordinate activities with other employees and management.
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