

POSITION DESCRIPTION

Job Profile

Position Title:	Manager, Disbursement Service
Department	Member Services
Immediate Supervisor:	Head of Member Services
Load:	Full-time – 12-Month Fixed Term Maternity Leave Cover (Part-time will be considered)
Application Deadline:	Friday 1 February 2019

Role Summary

The value of the local Film & TV disbursements market is around \$8 million per annum. Over the course of just under four years since we launched the Disbursement Service, Screenrights has tapped into approximately a quarter of the market.

We are seeking to appoint a highly motivated individual who will lead the continued growth of the business on a 12-Month fixed term maternity leave cover basis.

The primary responsibility of the Manager, Disbursement Service is to bring in new clients and provide first class service delivery to existing clients.

The Manager, Disbursement Service is the face of the service for existing clients and stakeholders. You will manage all aspects of business development and service delivery, including identifying new business opportunities and partnerships, coordinating the contracting process with Legal and managing client, investor and distributor relationships. You will handle distributor and investor reporting, respond to client questions and requests and keep abreast of industry trends and developments that influence the development of the service.

You are responsible for forecasting revenue, reconciling YTD transactions and reporting progress against budget.

This role works closely with Screenrights' Associate Counsel to facilitate new Disbursement Administration Service Agreements (DASAs) for new and existing clients.

The performance of the Manager, Disbursement Service is measured against revenue collection and disbursement KPIs, new client and new DASA project KPIs, processing turnaround KPIs and client NPS responses.

About You

- Entrepreneurial mindset, a strong relationship focus and you thrive on delivering a world-class service to clients via multiple communication channels, including in person, by telephone, and by email

- Great communication skills and an ability to distil complex information and communicate in Plain English
- First class organisational, administration and time-management skills
- Basic understanding of budgets, revenue forecasting, film financing and exposure to production investment agreements
- Proactively seek information on developments in the film & TV industry and track funded programs to identify prospective clients
- Willing to make outbound contacts as appropriate to maintain and grow the service

As a valued contributor to the Member Services Leadership Team, the Manager, Disbursement Service works cross-functionally and collaboratively to align Disbursement Service activities to support the goals of Member Services and the enterprise.

Key accountabilities

- Participate in the leadership of the Member Services team by providing guidance, support, training and feedback to team members.
- Meet and exceed all new business, collection and disbursement targets in a timely, efficient and accurate way by setting goals and communicating priorities, managing the workplan for the Disbursement Service business unit and collaborating with the Legal, Finance & Admin, Member Relations and Distribution teams.
- Oversee all aspects of operations for the Disbursement Service, including:
 - Processing quarterly reports and disbursements in a timely manner
 - Developing and maintaining good relationships with distributors, sales agents and other sources of incoming revenue;
 - Forecasting income and managing the budget;
 - Sending remittance advices for income and invoicing;
 - Reconciling income and overseeing the encoding and auditing of payment data; and
 - Linking income to DASAs and ensuring prompt and accurate disbursements;
 - Participate in the ongoing enhancement of processes to ensure optimal service delivery;
 - Managing the client journey from engagement through to disbursing and reporting.
- Promote and grow the Disbursement Service by:
 - Building and maintaining key relationships to increase the profile of the Disbursement Service and foster positive word-of-mouth endorsements;
 - Travelling to conferences and markets locally to promote Screenrights and the Disbursement Service;
 - Identifying opportunities to develop new business;

- Working with Marketing to develop a distinctive sub-brand and a range of collateral; and to strengthen the web presence for the Disbursement Service.
- Prepare and present a monthly analysis of the performance of the Disbursement Service against set KPIs to the Head of Member Services and the executive group.
- Develop, document and socialise policies, processes and procedures for the Disbursement Service (in conjunction with Member Relations / Distribution / Legal / Finance, as relevant), providing training as needed.

Required knowledge, skills & experience

- Proven track record working to and exceeding targets
- New business development skills and superior relationship management
- Ability to set goals and manage a flexible workplan
- Business administration skills, including forecasting, budgeting and reporting on performance
- Exceptional written and verbal communication and presentation skills
- Strong attention to detail
- Knowledge of the film & television landscape in Australia and around the world
- Strong organisational and time management skills
- Entrepreneurial attitude and work ethic
- Ability to multi-task
- Previous new system/process implementation experience which includes identifying gaps where system enhancements can be made
- Proven ability to interact with various departments across an organisation
- Self motivated with a strong sense of urgency for all work-related tasks
- Strong research, analytical and problem solving skills
- Computer and database literacy
- Intermediate Excel skills & experience working with large data files
- An understanding of copyright, royalties and film & television agreements
- Previous experience in Film/TV industry desirable.

SCREENRIGHTS' SUCCESS BEHAVIOURS

Be a leader

Leadership

- Models acceptable behaviour
- Communicates effectively within and across teams, seeks to involve others
- Recognises the developmental requirements of team members
- Sets goals and motivates and supports the team to achieve them, provides enthusiastic and creative encouragement
- Seeks to understand others and manages their own behaviour in order to effectively work together.
- Demonstrates empathy and a respect for the style of others and is able to work flexibly to achieve a good outcome for all

Make things better

Innovate & renovate

- Appropriately challenges and participates constructively in debate to ensure solutions meet the changing needs of creators, members and stakeholders
- Actively explores new ways of working to solve problems and to improve their contribution to the role / team
- Initiates and supports change to create a measurable improvement aligned with our mission, vision and goals
- "Tests" new and creative change initiatives; evaluates their success in adding value to the business and provides feedback and recommendations accordingly
- Works across teams and cross functionally to create common understanding of change and what it is aiming to achieve

Work with others

Teamwork & collaboration

- Consults with others across teams and functions to gain a variety of opinion, expertise and information that can be used in solution development
- Develops or contributes to a cohesive team by contributing or encouraging contribution of others, preparing for all meetings, and being open to listen to and incorporate others ideas
- Interprets and applies information, gained via consultation to make decisions reflective of significant stakeholder opinion and to recommended the best solution to achieve the outcome
- Communicates the agreed solution to all parties. Actively acknowledges the contribution of others. Manages the expectations of those whose ideas were not taken forward and clearly explains the rationale for doing so.
- Proactively supports the goals and priorities of other teams / functions and recognises that ones own opinion may not always be taken forward for good reason
- Resolves conflict and negotiates outcomes to achieve task / project / business objectives

Share what you know*Communication*

- Uses considered, logical and accurate information to meet the needs of the stakeholder / member
- Tailors communication to ensure maximum impact with the relevant audience
- Translates technical concepts into lay business language at an appropriate level of understanding
- Constructs clear messages and delivers them with professionalism and confidence to ensure understanding and impact in communication
- Manages or contributes to meetings to ensure effective communication exchange
- Asks questions to understand another persons view, acknowledges the view and incorporates it into the final message

Own the outcome*Solution focused*

- Applies solutions to meet the specific needs of the industry
- Develops and implements appropriate initiatives to support the industry and it's stakeholders
- Provides knowledge and solutions to support the opportunities and challenges for the industry, stakeholders and members
- Is clear on the decision making authority they hold. Researches options and makes balanced recommendations
- Consults others when formulating solutions and presents back solutions of a representation view
- Prioritises actions, decisions and communications aligned with industry and member issues

Do what you say*Accountability & reliability*

- Tracks progress of projects and initiatives to meet deadlines
- Identifies and manages resources to get the job done or to ensure an issue is resolved
- Takes accountability for quality in team tasks and provides constructive feedback and support where change is required to meet quality expectations
- Manages work, priorities and communication with clear line of sight to future workload and resource / delivery requirements
- Engages others in setting plans and managing workload to ensure mutually agreeable deliverables