

Job Description



Job title: Licensing Manager

Department: Commerce & Enterprise - eComm

Reporting to: Head of eComm

Salary: £41,678 per annum

Hours: 35 per week

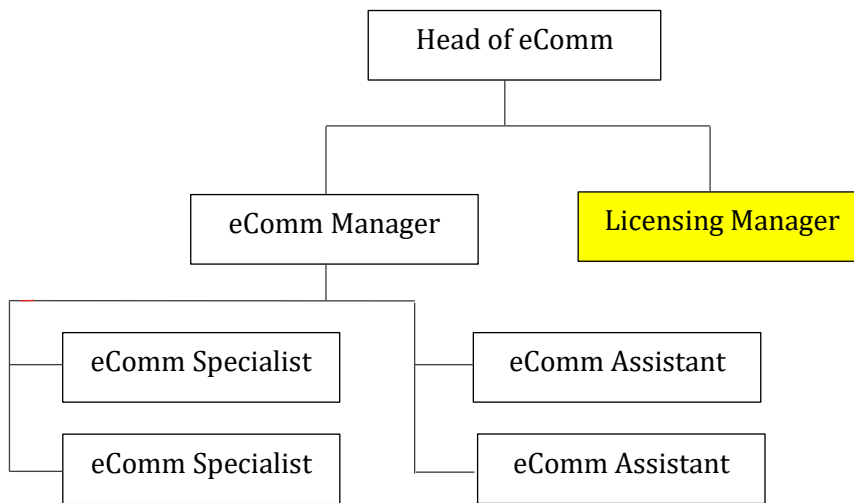
Location: Canning Town Warehouse, Unit 4 SEGRO Park, London, E16 4ES. Working from home is an option in line with Crisis' Hybrid Working Policy.

Contract type: Permanent

Aim and influence

- Responsible for developing and managing the processes related to acquiring, maintaining, and protecting licenses for Crisis's products, services, or intellectual property
- Overseeing all licensing activities, including negotiating terms, ensuring compliance, and managing relationships with licensors, licensees and internal stakeholders
- Support the delivery of the eComm strategy as per Bricks & Clicks, to innovate and bring the Crisis brand to life through licensing commercially viable products with 3rd parties, and licensors, whilst achieving income targets
- Deliver an exceptional customer experience for licensors/licensees across multiple eComm and 3rd party channels, product ranges and collaborations

Organisational chart



Job responsibilities

- Develop and implement 3yr licensing strategy to support Bricks & Clicks objectives and income targets across our Gold, Silver Bronze range of desired partners/collaborators
- Actively identify new trends and licensing opportunities in line with the licensing strategy to expand Crisis's portfolio
- Negotiate, draft and review licensing agreements. Monitoring and managing the amendments, renewal and termination of licenses
- Monitor the use of licenses products/services/advertising to prevent unauthorised use, handle disputes and enforce licensing terms if necessary
- Build and maintain strong relationships with licensors, licensees and other stakeholders
- Be the primary point of contact for licensing enquiries both external and internal
- Develop and manage the licensing budget
- Oversee all financial aspects of the licensing agreements including the licensing budget, income reporting, royalty payments and revenue sharing
- Develop, implement and manage regular reports on licensing activities, performance and opportunity pipeline
- Support the Head of eComm to create a lean, proactive and empowered team, operating in a highly collaborative culture to deliver above and beyond the growth and achievement of performance and income targets

- Act as cover for the Head of eComm when necessary, ensuring the day-to-day business is maintained effectively
- Deliver consistently excellent levels of customer service for licensors, licensees and stakeholders

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Carry out any other duties reasonably associated with your role

Person Specification

- Experience of licensing, with a strong commercial and entrepreneurial mindset and the ability to work at pace
- Target driven, with the ability to quickly pivot when needed
- Experience of all licensing disciplines including processing pre-loved/corporate donations, bought in goods, print on demand, photography, listing and fulfilment etc
- Ability to manage solo projects and associated budgets, possessing influencing skills with the ability to engage diverse stakeholders and build relationships at all levels across the organisation. Proven decision making ability and strong independent judgement
- Excellent verbal, written and interpersonal/influencing skills with the ability to interact, present and share information to a range of audiences, volunteers, stakeholders, members etc internally and externally

- Flexible in approach, with a totally 'can do' attitude, enjoying working in a dynamic and fast pace environment, with excellent attention to detail and a creative problem solver
- Highly digital with experience of Shopify or other eComm platforms and CRM – Microsoft Dynamics
- Knowledge of and able to comply with safeguarding and health and safety procedures
- Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- Experience of working within a charity licensing environment
- Experience of working with volunteers and delivering positive social impact

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.