

CURTIS BROWN

Literary and talent agency

Job Description: Client Care Manager (part-time)

Department: Translation Rights (Books)

Reporting to: Claire Nozieres (Translation Rights Agent) / Felicity Blunt (Literary Agent), Curtis Brown

Main Purpose of role:

An opportunity has arisen for a detail oriented and efficient Manager to join the Translation Rights / Book Department on a 3-day week part-time basis. You will be working with the Books, Translation Rights, Legal, and Accounts Departments to ensure the highest level of client service.

Contracts, Accounts and Systems

- Invoice for advances and fees once monies have been contractually agreed with publishers and chase for payment as required. Track payments due and track tax forms required. Record payments received for client / client's team as relevant.
- Deal with general invoicing queries from international publishers, for example: different VATs or tax deductions, outstanding payments, via phone or email, in a timely and professional manner.
- Negotiate terms, draft and keep track of contracts following agents' negotiations, liaising with the Curtis Brown Contracts/Legal team. Chase contracts and maintain record of contract status.
- Ensure contracts are accurately administered and recorded and can be quickly accessed. Maintain and update our database for client information and scan copies of contracts to the Therefore database system.
- Undertake general administrative tasks including but not limited to: maintaining manual and computerised filing system and records, entering information to the Company database, updating Excel spreadsheets, and producing reports.
- Check and approve client statements when required.
- Reversions tracking – check for expiry dates ahead of license terms ending; send reversion letters when required and chase for responses.

- Track when publishers' publication terms are approaching and maintain a record of the publication terms and agreed publication dates.

Approvals

- Track necessary approvals for every deal ahead of publication, check material sent for approval and maintain accurate database of approvals.
- Record client preferences for approval material.

Primary Agents

- Be aware of the different commission splits applying to each partner relationship and ensure the commission amount is correctly stipulated in publishing contracts and our database.
- Liaise with Primary Agents' offices regarding material, covers, author photos and reviews.
- Responsible for tracking English language contracts, payments and publication dates.

Client Care and Promotion

- Build an in-depth knowledge of client and titles.
- Develop positive relationships based on trust, speed and reliability and offer excellent client care.
- Ensure that the Curtis Brown website offers maximum promotion and opportunities. Update with new translation rights sales, reviews, information, and news stories according to style guidelines. Flag up items for the Translation Rights Department webpage and the weekly newsletter. Use Curtis Brown's Translation Rights Department's social media accounts to help in the promotion of clients and their works.
- Field and handle permissions requests.
- Handle requests and enquiries from clients, colleagues in other departments and other industry professionals.

Office and department administration

- Send out translation copies to relevant parties in a timely manner.
- Undertake any other duties as reasonably requested by your managers.

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We'd love to hear from you if you have:

- An ability to learn new IT systems.
- Good record-keeping and confidence in establishing and implementing new systems.
- An ability to work calmly under pressure and to tight deadlines, without compromising on quality
- A high level of accuracy and attention to detail in your work.
- Strong communication skills – a good email and phone manner are essential.
- Experience of working with Excel.
- Experience working in an accounts department.
- Experience working in a related industry would be ideal but is not essential. Some experience working in an office environment would be enormously beneficial.
- An interest in books and love of reading.

And are:

- Skilled working with numbers.
- Competent and confident with data entry.
- Highly organised with excellent time management skills.
- A fast learner and happy to ask questions.
- A confident independent worker, as well as a team player willing to contribute positively to the whole department.
- Resilient and adaptable, with the ability to prioritise strategically and demonstrate a flexible approach to problems.
- Highly motivated with a strong work ethic.

Why choose us?

- We are a passionate group of people who love what we do and love working with each other
- We care about employee wellbeing and offer free yoga and personal training classes, and social club outings to relax and unwind together (currently on Zoom)
- We also offer season ticket loans, a bike to work scheme, enhanced pension contribution up to 5% of your base salary, and private healthcare (after 2 years' service).

We aim to build a creative environment that celebrates the differences of our clients and colleagues, offering equal opportunities regardless of gender, race, socio-economic background, age, disability, sexual orientation and national origin. In our role as conduits and champions of cultural expression we are conscious of our responsibility to reflect the world around us. This means making a considered effort to create an inclusive culture in the workplace and promote opportunities for the broadest possible range of talent. We welcome all applications from people with interesting ideas, skills and experience.