

POSITION DESCRIPTION



Name: TBC

Job title: Senior Image and Permissions Researcher

Date: August 2021

Department: Global Product Management

Reports to: Permissions Research Manager

Basic purpose:

As a member of Global Product Management, Permissions supports the product team in the development of all Cengage Learning products, managing image research and clearance for textual and visual permissions for titles published across the Primary, Secondary and Higher Education publishing departments. We aim to streamline rights acquisition processes, while maintaining compliance to copyright policy, through strategic planning, early analysis, effective consulting and partnering with key stakeholders.

Principal accountabilities:

Key Outcome Area	% of Total Job	Objectives and Tasks	Core Competencies	Standards
Image research, clearance of copyright for titles published across the Primary, Secondary and Higher Education publishing departments and media asset management	50%	<ul style="list-style-type: none"> Undertake image research and clearance of copyright for titles published across the Primary, Secondary and Higher Education publishing departments. Media asset management of all digital products, including clearance of associated rights, obtaining and supplying high resolution files. Photo research and acquisition of images, involving: <ul style="list-style-type: none"> researching images to meet a specific brief image selection liaising with suppliers and negotiating suitable rates and licensing terms compiling image folders and records for production/design/editorial advising final layout details 	<ul style="list-style-type: none"> Intermediate to advanced understanding of rights and permissions and copyright laws Proven experience managing multiple projects, budgets, and schedules Excellent written and verbal communication skills Project-management skills with the ability to focus on the bottom line providing different strategies to complete tasks and projects. Identifies risks and plans to mitigate them Strong organisational and project management skills Analytical abilities with keen attention to detail and follow through 	<ul style="list-style-type: none"> Quality image research A relentless focus on our customers Develop proactive working relationships Adherence to and knowledge of rights and permissions and copyright laws Control of expenses in line with budget and business needs Process all permissions for products to agreed Cengage permissions standards, pricing, KPI timelines

	<ul style="list-style-type: none"> • Preparation and coordination of requests for clearance of copyright for use of all third-party content, including image, text, footage and all other third-party material. • Provide planning, rights analysis and identify workflow and source issues that potentially jeopardise project schedules, prior to and during the development phase of projects. • Apply copyright expertise to identify problematic permissions items for textual and visual material (including incomplete artwork briefs) • Problem solve licensing issues, including sourcing appropriate alternatives and negotiating with suppliers • Review new and reuse insert requests supplied for products to proactively identify potential issues and make recommendations to improve speed to market and cut costs. • Meet deadlines and manage work load as per production schedule across multiple projects. • Monitor permissions expenses and keep within allocated budget. • Attend author briefings and brief author/s on the Permissions process and requirements in accordance with Cengage policy and how to prepare and manage all third-party content. • Consult with authors during manuscript development phase to work within customised Permissions plan parameters. • Participate in project retro reviews to identify issues and record recommendations for revision. 	<ul style="list-style-type: none"> • Ability to problem-solve and manage complex and/or numerous projects to an agreed timeline, thinking ahead and identifying future steps • Independently manage full workload and shifting priorities while meeting deadlines • Prioritise workload to routinely meet negotiated deadlines and ensure internal stakeholder needs are satisfied • A proactive and resourceful approach to locating rights holders (including internet research and cold calling) • Ability to negotiate with rights holders and photo vendors • Negotiation skills, can effectively explore alternatives and positions to reach outcomes that gain all parties' support and acceptance • Ability to listen and understand internal and external customers and understand their needs • Strategic perspective and understanding of stakeholder interests to influence others • Interpersonal skills with the ability to work within a close-knit team, can be counted on and demonstrate a composed attitude throughout negotiations and projects 	<ul style="list-style-type: none"> • Projects on time and to budget • Embraces Cengage ethos and credo • Active participation in meetings • Minimal communication problems due to effective listening and communication skills, demonstrating mutual respect and acceptance of diverse thoughts and backgrounds • Collaboration, sharing ideas and learning in a team environment, challenging ourselves and others • Negotiation skills and creating win-win situations • Setting the bar higher to achieve the best possible outcome
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Operational and administrative duties	25%	<ul style="list-style-type: none"> Ensure accurate tracking and record keeping of permissions items and related correspondence on current projects. Ensure accurate and timely data entry of rights-related information into spreadsheets and company system databases. Be responsible for accurate internal time-tracking and invoice processing to project plate. Archive closed projects ensuring records are ordered and complete. Undertake other research, editorial or administrative duties as requested. Commission photo shoots and taking photographs, as required Monitor project close activities and manage associated reporting Identify workflow issues, source issues, or team issues that potentially jeopardise project schedules and work with all appropriate internal and external stakeholders to resolve. 	<ul style="list-style-type: none"> Exceptional communication and administration skills Organised and task-orientated Meticulous attention to detail Ability to work as an effective member of a team and liaise with internal colleagues and external suppliers and build relationships with key contacts throughout the organisation Effective time-management skills including the ability to prioritise tasks Proactively addresses business process improvement and drives compliance with established procedures Conscientious and keen sense of responsibility Willingness to learn and embrace new technologies, policies and procedures 	<ul style="list-style-type: none"> Practise industry standard operational excellence Meet current KPI benchmark timelines Accurate and up to date database and filing Systematic archiving Accurate documentation Adherence to policies and procedures Issues resolution
External stakeholder, vendor and freelancers	5%	<ul style="list-style-type: none"> Assign, train, and manage freelance vendors as required. Responsible for managing project handovers, schedules, budgets, and record-keeping for contracted work. Provide advice and answer queries in accordance with Cengage copyright policy. 	<ul style="list-style-type: none"> Develop and maintain proactive working relationship Strong communication and flexible problem-solving skills Numeracy skills, compares and evaluates actual and projected figures and identifies discrepancies and identifies business implications 	<ul style="list-style-type: none"> Complies with Cengage and GPM global rights policies and standards; vendor contract terms and pricing Projects on time and to budget Maintains quality and performance of vendors

		<ul style="list-style-type: none"> • Review project to understand budgets, schedules, high fee thresholds and potential issues. • Participate in planning and launch meetings, if needed. 	<ul style="list-style-type: none"> • Ability to work as an effective member of a team and liaise with key stakeholders • Collaboration, influencing and team building skills providing leadership and guidance 	<ul style="list-style-type: none"> • Control of expenses in line with budget and business needs • Friendly, transparent, and proactive communication • Shows mutual respect, courtesy, and enthusiasm to others • Collaboration, sharing ideas and learning in a team environment, challenging ourselves and others
Continuous Improvement	10%	<ul style="list-style-type: none"> • Support Continual Improvement processes throughout the entire project including supporting Project Managers during the audit process. • Seek opportunities to enhance documentation, processes and supported systems to improve processes and procedures. • Keep abreast with the continual change in technology developments and share knowledge with manager and team. • Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues. 	<ul style="list-style-type: none"> • Problem-solving abilities with keen attention to detail and follow through • A willingness to support and help others • Ability to use initiative and take responsibility 	<ul style="list-style-type: none"> • Continuous improvement and improved efficiency • Self-initiated training and development of knowledge • Demonstrated initiative for issue resolution and new ideas to add value to users • Participation and contribution of processes improvement projects • A positive attitude to problem-solving questioning the status quo and willingness to take calculated risks
Workplace Health and Safety	10%	<ul style="list-style-type: none"> • Be aware of duty of care and act in a safe manner. • Ensure all company WH&S policies and procedures are adhered to. • Be familiar with property security, first aid and fire emergency procedures. 	<ul style="list-style-type: none"> • Ability to follow policies and procedures • Ability to use initiative and take responsibility • WH&S aware 	<ul style="list-style-type: none"> • Adherence to WH&S policies and procedures • Increased WH&S awareness • A positive attitude to WH&S

		<ul style="list-style-type: none"> • Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury. • Participate in WH&S investigations when required. 	<ul style="list-style-type: none"> • Analytical and problem-solving abilities 	<ul style="list-style-type: none"> • Reduction of number of WH&S incidents
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Direct reports: N/A

Main Contacts:

Internal: Project editors, editorial, production controllers, marketing and design, publishers, content managers, content developers

External: Rights holders, authors, photo vendors, rights syndicates, freelancers

Education / Qualifications / Experience:

Tertiary educated
 Proven experience working with copyright and permissions
 Proficiency in Word and Excel
 Basic FileMaker Pro
 Police Check

Our Ethos:

<p>Put Learning First: We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers</p>	<p>Embrace the Unknown: We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious</p>	<p>Set the Bar Higher: We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable</p>	<p>Do More Together: We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.</p>	<p>Be Candid: We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.</p>
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