Role: UX Delivery Manager
Division: BBC Design and Engineering
Department: User Experience & Design (UX&D)
Grade: G8
Based in: Salford/London
Reports to: Head of UX Delivery, UX&D

CONTEXT

BBC Design and Engineering
BBC D&E is the driving force behind the BBC's digital media proposition. We design, develop and run digital services that let audiences enjoy BBC content however they choose, be it on desktop, tablet, mobile or internet-connected TV.

By delivering our 10 products across four screens, we are looking to the future to create one service that combines BBC Online with TV, Radio and News.

User Experience & Design (UX&D)
At BBC UX&D we design and deliver online media experiences for the BBC audience of today, while exploring future cross-media experiences for the audience of tomorrow.

Joining us means you'll be part of an innovative and supportive community of user experience designers – a team that combines design research with design skills to create truly delightful products. Working with technical and editorial teams, you'll help make products that touch people across the UK and the world.

The team works to create ground-breaking user experiences on four screens (Connected TV, Desktop, Mobile, and Tablet) across 10 products (BBC Homepage, Search, News, Sport, Weather, Knowledge & Learning, CBeebies, CBBC, iPlayer and Radio & Music). Collaborating strategically with technical, editorial and product teams from across the BBC, we create elegant, delightful experiences that transcend the barriers between old and new media.

PURPOSE OF ROLE
The UX Delivery Manager will play a key role for the Creative Leadership Group within UX&D. Key to this is developing excellent relationships with important members of the Digital Product Management group and the wider BBC Editorial team.

You'll also need to work closely with UX&D's Creative Directors and Heads of Design to deliver great design projects and fantastic work on time and on budget.

You will likely be assigned to a product and will be working closely with the existing UX team in this area. There will be opportunities to rotate to other product areas to further develop your skills and your knowledge of the BBC.

MAIN RESPONSIBILITIES
Stakeholder Relationships
- Develop an engagement plan for UX&D, for both internal and external stakeholders, ensuring good relationships are forged and maintained
- Conduct ad-hoc interviews with key UX&D stakeholders to understand the changing requirements of the business, and make recommendations on content and structural changes for the team to the Head of UX Delivery and Executive Creative Director

- Be aware of changes in UX&D stakeholder dynamics and develop an understanding of the challenges and issues faced by Product and Editorial colleagues, and make change recommendations accordingly.
- Work alongside Creative Directors to support clear communication with Product and Editorial teams at each stage of a project.
- Design and Lead relevant internal and external workshops and meetings with internal and external people, including up to Digital Senior Leadership Team level
- Develop meaningful relationships with our external partner Creative Agencies.

Creative Delivery
- Engage in the delivery of highly creative work in the product area to which you are assigned that is on brief and on time, all in collaboration with Creative Directors and Heads of Design.
- As appropriate, collaborate with Creative Directors to support their design teams, attending design and development meetings where appropriate.
- Validate creative work in conjunction with the UX&D Creative Directors and Heads of Design, as appropriate, giving feedback and re-briefing design team during projects.
- Responsible for keeping staff abreast on digital development issues in the creative industry such as technology and design methods etc.

Project Management
- Initiate, plan, lead and estimate projects, and ensure they are well managed.
- Assemble appropriate project teams, including roles and responsibilities, and book designer time with the Resource Manager, as necessary.
- Work alongside Creative Directors to see that design work is on brief, organising internal creative reviews at appropriate stages.
- Report to Head of UX Delivery and the Executive Creative Director on project progress.
- Work on procurement of external resources and suppliers to bring in external project support when needed, by building strong relationships and leading the external work
- Demonstrate sound financial and business judgement.

Line Management
- Line manage G7 team members as appropriate, setting them clear objectives for the year, and ensuring these are regularly reviewed and reported on (e.g. PDR)
- Be responsible for the regular review of the success of projects, and follow up with learnings sessions with the Creative Directors

UX&D Administration
- Work closely with the Executive Creative Director and Head of UX Delivery to implement and execute specific strategic UX&D initiatives.
- Develop and implement an industry-facing communications strategy, including the publishing of blog posts and organising opportunities to speak at conferences
- Work with the Head of UX Delivery in submitting regular reports to the COO office
- Create and develop inspiring design presentations (e.g. in PowerPoint or Keynote) with members of the Creative Leadership Group.
- Responsible for regularly reviewing our working practices and coming up with more effective ways of delivering great design projects.
- Establish and maintain effective relationships with suppliers over costs and deliverables (e.g. photographers, illustrators).

SKILLS, EXPERIENCE AND QUALIFICATIONS

- Educated to degree standard, with a keen interest in Marketing or Design.

- Substantial experience of project and account management in a design / digital media consultancy or similar environment (minimum 5-7 years).
- Extensive experience in Human-Centred methods for User Experience Design.
- Strong project management skills.
- An understanding of what makes great design – someone with a "good eye".
- An influencer and persuader able to effectively brief and support design teams.
- An excellent communicator, people manager and team player.
- A thinker and a doer. A person with vision, enthusiasm, energy and integrity who consistently delivers to high standards and makes things happen.
- A self-starter, well organised and self-motivated. A big picture thinker and problem solver with a keen eye for detail.
- Keen to learn and develop.

If we bring you in for interview, we'll be assessing your soft skills against this list:

Planning and Organising – Able to think ahead to establish an efficient and appropriate course of action for self and others. Follows through to ensure that quality work is achieved within time and budgetary constraints.

Leadership – Able to give teams a clear sense of direction and purpose, creates a sense of responsibility and a supportive working environment

Communication – Able to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.

Developing others – Able to recognise potential in others, and can create an environment where people can realise their potential

Analytical Thinking – Able to gather relevant information from a range of source, and can simplify complex problems, processes or projects into their component parts. Translates analysis into practical action plans.

Imagination/Creative Thinking – Able to come up with creative solutions using existing or new ideas in a novel way. Able to transform creative ideas / impulses into practical reality.

Influencing and Persuading – Able to present sound and well-reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change.

Decision-Making – Able to identify objectives and take responsibility for making rational decisions, rendering judgements and taking action following a logical evaluation of the facts to meet the end goals.

Resilience and flexibility – Manages emotions in the face of pressure, set backs or when dealing with provocative situations. Demonstrates an approach to work that is characterised by commitment, motivation and energy.