

JOB DESCRIPTION:

Job Title	Account Manager
Grade	8D
Department	BBC Studioworks Ltd
Reports to	Commercial Manager
Locations and Usual Base	6 Television Centre , White City , London
Contract	Continuing

About BBC Studioworks

BBC Studioworks is a commercial subsidiary of the BBC, providing world-class studios and post production services. We work with broadcasters and production companies to make content for the likes of the BBC, ITV, Channel 4, Channel Five and Sky.

We operate multicamera TV studios at Television Centre and Elstree and work on a large range of live and recorded productions including The Graham Norton Show, The Chase, Strictly Come Dancing, Celebrity Juice, The Voice, The Jonathan Ross Show, The Russell Howard Hour, The Big Narstie Show, Pointless and many more.

Since 2018, four of ITV's key Daytime brands have been broadcast live from our studios TC2 and TC3 at Television Centre each week; Good Morning Britain, Lorraine, This Morning and Loose Women. BBC Studioworks provide technical and crewing support for these studio shows as well as facilitating external filming and looking after their compliment of offices, dressing rooms etc.

Read more here <https://bbcstudioworks.com/credit/itv-daytime-shows/>

Purpose of the role

This is an exciting opportunity to work on all aspects of managing this important contract – this will involve working closely with key ITV Daytime stakeholders (including Studio Managers, lighting, cameras and editorial teams) and BBC Studioworks staff to ensure seamless delivery of this important contract. Studio TC2 is also home to Peston and Sunday Brunch and this role will be involved with managing these complimentary bookings as well as other projects from time-to-time.

The role reports to the Commercial Manager. Key relationships include client production staff, crews, engineering and operational teams.

Key Accountabilities

- Proactively engage with ITV Daytime stakeholders to deliver excellent customer service on key contract deliverables.
- Accountable for delivering services according to the key performance indicator (KPI) framework which has been agreed with the customer
- Track all spend and billing and ensure timely invoicing in line with contract requirements.
- Ensure required crew is booked on productions and liaise to adapt hours and requirements as needed.
- Manage additional filming requests – within and external to the studio.
- Drive clear and open communication channels between the Commercial, technical and Operational Teams (including engineering, facilities management and logistics in particular), creating a mutual trust ensuring seamless customer experience as a project crosses from one part of the team to another.
- Understand all of the services we offer, ensuring we can deliver what we sell.

- Create and deliver estimates, focussing on a consistent approach across the team.
- Support the delivery teams in resolving any potential conflicts in a timely and conclusive manner.
- Be a visible presence to our customers both within our facilities and outside of them.
- Work with the Commercial Manager in shaping new services whilst identifying opportunities to secure volume deals and joint studios and post production contracts.
- Manage relationships with both suppliers and contractors in joint ventures, assuming responsibility for seamless customer service experience, whilst achieving our business' goals.
- Developing pricing strategies

Knowledge, Skills and Experience required:

- Proven experience of operating within a complex and competitive commercial environment with a proven track record in client management.
- Highly customer focused with strong negotiation skills.
- A 'tech savvy' individual who can quickly grasp technical matters and work with subject matter experts to resolve issues to the customer's satisfaction, whilst keeping the customer's technical and operational teams informed on progress.
- Able to manage conflicting commercial pressures.
- Analytical abilities and experience in working with numbers/finances.
- Proven business acumen.
- Knowledge and experience of Studio and /or Post Production operational delivery preferred.
- Excellent understanding of the broadcast facilities market and of customer needs preferred.
- A creative and innovative approach to problem solving.
- Ability to build and maintain good relationships across the company.
- Excellent communication skills and the ability to influence others.
- Ability to work under pressure whilst maintaining a high level of motivation.
- A high level of organisational ability including good time-management skills.
- Strong team player.
- Flexibility to take on project based work as and when required.
- Good knowledge of Excel, Word and Powerpoint.

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved