

Job title	Engineering Manager, BBC Global News Ltd.		
Job family	Technology, Systems & Delivery	Proposed Band	I / D

Job purpose

Working within the BBC Global News Ltd. (BBC GNL) Engineering and Operations team, and reporting to the Chief Engineer, the Engineering Manager will provide high quality technical development, project delivery and operational support for BBC World News.

The BBC GNL Engineering and Operations team is responsible for the technology that underpins the origination and global distribution of BBC World News, including media management, multi-channel scheduling and layout, access services and satellite, fibre and internet contribution/distribution networks.

Key responsibilities and accountabilities

- Support the continuous transmission of BBC World News around the globe, ensuring high availability and quality of service.
- Solve complex technical problems and successfully deliver a range of projects to meet the BBC GNL’s strategic requirements, to a high standard, on budget and on time.
- Support the technical development of BBC World News, identifying new opportunities, researching technical innovations, recommending and implementing change.
- Build collaborative relationships with internal stakeholders across BBC GNL and other BBC divisions including BBC News, BBC Design & Engineering and BBC Studios.
- Build strong relationships with third party suppliers, ensuring outsourced technical service arrangements deliver high quality and value for money, and there is a shared strategic vision.
- Maintain an up-to-date knowledge of industry developments and broadcast technologies.
- Provide advice and support to the business to help it achieve its strategic aims. Present and report on technology developments and business trends to the Chief Engineer and senior management.

- Contribute to the effective running of the BBC GNL Engineering and Operations team, supporting colleagues and deputising for the Chief Engineer as required.
- Be a point of escalation for critical, service affecting issues; the Engineering Manager works standard UK office hours, but on occasion some flexibility may be required to help ensure critical issues are resolved in a timely manner.

Knowledge, skills, training and experience

Essential

- Substantial technical service management / service delivery experience in a broadcast environment.
- A proven track record of successfully delivering complex technical projects and leading multi-disciplinary project teams.
- Detailed knowledge of at least 3 of the following technologies: scheduling, playout, media management, coding & multiplexing, satellite distribution, fibre distribution, access services, cloud based transcoding and content delivery networks.
- Excellent planning, recording and organisational skills, with the ability to prioritise, delegate and to work to deadlines.
- Excellent influencing and diplomatic skills, with the ability to build productive long term relationships with senior level contacts internally and externally.
- Excellent written and oral communication skills, with the ability to communicate effectively and authoritatively with senior level contacts, and both technical and non-technical audiences.
- Flexibility to be both proactive (in terms of developing new ideas and systems) and reactive (dealing with incidents in an effective and responsive manner).
- Resilient under pressure, self-disciplined and self-motivated.
- Good understanding of the BBC, its position in the international broadcasting marketplace, and the strategic importance of the distribution business.

Desirable

- ITIL v3 Foundation.
- Knowledge and experience of commercial contract principles, practices and procedures with good negotiation skills and the ability to handle conflict situations.
- Member of the Institution of Engineering and Technology.

Job impact

Decision making

- *The role holder will lead and manage assigned resources (either permanent or project based) as appropriate, with responsibility for staff performance management and communication.*
- *Responsible for managing and maintaining internal and external business relationships, and dealing with contractual issues, ensuring that deliverables are realised within agreed terms.*
- *Operationally the role will look to meet service priorities set with business area within existing systems, services and product roadmaps and based on agreed technology portfolio investment approvals and pipeline.*
- *The role will have the responsibility (if delegated) to respond to immediate business requirements or risks via a fund being available to use at the discretion of the Chief Engineer.*
- *The role will be expected to form good working relationships with key editorial, operational and design and engineering colleagues and peers within their business area. This will be essential for building trust and knowledge of and within the area which they are partnering with and will form the basis of the engagement for the quarterly review cycles.*
- *It is expected that the role will work with external suppliers and internal providers where required to support the implementation of agreed priorities and deliverables for their business areas and to input into the longer three year investment priority view.*
- *The role will be expected to prioritise resources and deliverables to meet multiple objectives in a fast changing environment.*
- *Facilitate business area reviews as required providing associated reporting against agreed targets required to be delivered and actioned.*

Scope

Line management: No supervisory responsibility
Ad-hoc teams: Ad-hoc/assigned resources 1-15

Other information	
For Reward team use only	
Job Code	
Definition:	Content

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.