

Job title	Systems Engineering Manager		
Job family	Technical Systems and Delivery	Proposed band	E

Job purpose

Responsible for recruiting and leading a small number of skilled multi-disciplined engineering project and / or product teams. Also for the planning, design, implementation, integration, commissioning, test and in some cases operation of systems.

Key responsibilities and accountabilities

- Defining a technical roadmap for systems and services within their scope
- Driving improvements in the operating environment and ensuring alignment with the overall BBC enterprise architecture strategy
- Leading engineering teams in the planning, design, development, integration, commission and test of media systems
- Leading the team to have an effective vision, strategy and business case for systems that support wider divisional and BBC strategies
- Accountable for the provision of technical advice and consultancy across a range of projects and products to shape and deliver technical production solutions. To innovate where necessary and exercise sound judgment in delivering or recommending solutions whilst considering business requirements
- Accountable for ensuring systems are properly monitored, supported and maintained, including maintaining resources and skills for resolving issues throughout the lifecycle
- Establishing and maintaining relationships with project, product and technical leads, and contractors and manufacturers
- Ensuring appropriate technical documentation for project and product delivery, and providing review and sign-off
- Ensuring the teams operate effective development and delivery processes that support the timely delivery of their roadmaps, project plans and/or maintenance plans
- Own contracts with vendors, negotiate and influence to hold them accountable for the terms and conditions of these contracts
- Recruit, mentor, coach and manage staff, ensuring the quality of their work and professional development. Provide technical leadership and direction to peers and colleagues
- Develop strategic knowledge of industry and competitor developments
- Clearly communicate strategy, plans, objectives, performance measures, progress against plans and budget to all interested and invested parties – tailoring communication as appropriate to ensure relevance to the audience

Knowledge, skills, training and experience

Essential

- Extensive experience in the design and delivery of technical systems and

infrastructure within a media technology environment

- Expertise in systems test and handover procedures
- Expertise in systems engineering for key operational and maintenance criteria (monitoring integration, performance testing, security considerations)
- Leadership experience of project and / or product teams
- Evidence of effective decision-making and ability to identify practical technical trade-off options and prioritisation decisions
- Self-motivated and organised, with the ability to manage multiple active workflows and drive delivery to time and budget whilst minimising risk
- Excellent communication (verbal, written, listening) and IT skills
- Can effectively lead a dispersed and varied team, showing evidence of dealing with complex technical issues, dealing with multiple priorities, managing conflict and using influencing skills to ensure that projects / assignments are properly commissioned and delivered into the business
- Able to deliver to deadlines and demonstrate resilience to ensure the correct technical solution is selected with a full understanding of the costs, timescales and risk involved
- Well-developed influencing skills and ability to write and communicate complex technology solutions in a clear and coherent way
- Expertise in translating project, user and product requirements into technical solutions
- Significant experience in management of engineering teams including recruitment, mentoring and development
- Experience of representing the company at working groups, with external partners and suppliers and around the wider organisation

Desirable

- Experience of operational workflows as they pertain to complex media technology systems
- Knowledge or experience of working with media/technology tools (hardware and software)
- Knowledge of web architecture and key technologies (HTTP, DNS, distributed design)
- Knowledge of broadcast or datacentre infrastructure installations including power, environmental and space layout considerations
- Knowledge of software and product development processes, including agile
- Knowledge and experience of large scale procurement processes
- Experience managing third party service delivery or support in an engineering environment
- Knowledge of how media technology systems are supported by Operational Engineering teams and what tools and interfaces they rely on
- Knowledge of Cloud Computing disciplines (NaaS, SaaS, PaaS or IaaS) and IP technologies, and their impact on future production solutions.

Job impact

Decision making

- Reports to Head of Product or Head of Systems Engineering
- The role holder will be expected to prioritise deliverables and balance resources to meet multiple objectives in a fast changing environment
- The role holder will be expected to lead on design and implementation decisions which have a direct impact on the BBC's technical infrastructure, in line with BBC technology strategy and architecture.
- Lead systems engineering teams in the design and development of media technology projects and products
- Negotiates contracts with 3rd party providers, dealing with issues and ensuring that deliverables are realised within agreed terms
- Decisions or actions have a substantial impact on the direction and / or achievement of departmental objectives, they determine success or failure and timeliness of the department's productivity

Scope

Finance: £250k up to 2m

It will be expected that the post holder of will have a good understanding and oversight of the finances associated with their assigned teams and deliverables including regular monthly forecasting, actuals and general performance reporting.

Line Management: The role will lead and manage their resources (either permanent or project based) as appropriate, with responsibility for staff performance management and communication and the performance and success of the projects they deliver and / or products they manage.

Responsible for the direct management of 5 – 10 technological Leaders/Principals and up to 50 indirect reports.

Ad hoc teams: Lead role, providing engineering oversight and leadership.

Appendix

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	Design + Engineering
Reports to (title)	Head of Product
Location base	London (although can be flexible)

Organisation structure	
<p>The successful candidate will be working alongside other Systems Engineering Managers responsible for other product sets under the HR, Learning, Resource Scheduling, Legal and Safety functional landscape, as well as Lead Business Analysts and Project Managers, all reporting into the Head of Product.</p> <p>This role has three direct reports including a Senior Product Manager, Senior System Engineer and a Systems Engineer as well as being accountable for an outsourced AMS service responsible for Incident, Problem and Change management.</p>	

Additional job specific responsibilities and accountabilities
<ul style="list-style-type: none"> - Significant knowledge of the Successfactors Product Suite both functionality and technically including experience of managing both Complex Project Delivery and BAU change, incident and problem across the landscape. - Accountable for defining and managing the roadmap for the Successfactors product Suite to meet evolving business requirements especially during a period of significant change across the BBC as a result of CV19 where the new operating model will need to be underpinned by core HR Technology. - Demonstrable experience of building and managing strong stakeholder relationships with the business as a trusted Business Partner. - Knowledge of the HR function and its key operation within a business to support. - An experienced and effective Team Leader, using clear communication, honesty, respect and managing performance effectively to get the best out of individuals and teams. - Accountable for delivering enabling work in SF in relation to the wider People Strategy and direction of travel under a new Director General. - Demonstrable experience of writing business cases in line with Business and IT Strategy as well as prioritizing and managing budgets and resources to deliver an innovative, exciting and challenging roadmap - Demonstrable experience of building excellent relationships with suppliers especially SAP to build a collaborative and successful working partnership. - Ensuring that they stay informed on SAP's product roadmap and influencing the direction of travel by submitting requests as well as taking part in beta development programmers. - Experience of building and submitting business cases for funding and approval in line with Business and IT Strategy - Ensuring that the teams and the business follow best practice approaches to design build and test in line with the wider D+E standards. - Ensuring that all delivery is in line with legislative requirements e.g. GDPR, as well as the BBC's Security and Safety Policies. - Responsible for maintaining a focus on the UX (working closely with UX&D colleagues) by ensuring that a design led thinking approach is followed in line with Human Experience Management. - Pushing for use of standard processes and configuration to reduce complexity, improve

the UX, ensure adoption and engagement and enable efficiency not only within the business but within our teams.

- Responsible for ensuring Value for Money in everything that you do.
- Being confident in having effective and challenging conversations with delivery partners, suppliers and the business

Approval

Manager	Name and job title
HR Business Partner	Name
Date	