JOB DESCRIPTION

BBC

Job title	Senior Service Manager – Connectivity		
Job family	Technical Systems & Delivery	BAND	D

Job purpose

The Senior Service Manager is responsible for identifying future improvements / enhancements to process and systems through the gathering and analysis of existing information. The role holder monitors the integration of changes through the establishment of control mechanisms.

Key responsibilities and accountabilities

The accountabilities and responsibilities for this job are:

- *Communicates written and verbal complex information and ideas to multidisciplinary stakeholders and is able to explain technical concepts to non-technical colleagues*
- *Responsible for developing the function and formulating local policy on the nature and type of specialist support services required. Provides advice to decision makers on the development and marketing of the operations or products*
- *May support ad-hoc teams, familiarising other team members with a specialist project*
- *Engaging stakeholders on project and utilising persuasive skills for selling/promotion of ideas and services; negotiating to achieve win-win outcomes*
- *Solves complex problems using rigorous analysis and drawing information from a breadth sources*
- *Has a subject matter specialist knowledge (their principles, practices and policies)*
- *Builds and cultivates relationships with peers throughout the Technology division and service provider community*
- *Evaluates factors and risks that impact on services, operational processes, resources and strategic direction to enable most appropriate route of change*

Knowledge, skills, training and experience

Essential

- *Service Delivery / Management experience in a complex / large scale internal and external environment*
- *Strong and influential relationship management skills with stakeholders, colleagues and users in pursuit of delivering high quality services whilst maintaining service targets*
- *Applied use of ITIL Framework to deliver process improvement with V3 Foundation as a minimum*
- *Strong analytical skills, and able to make sense of complex and logical problems quickly*
- *Effective problem solver with ability to examine and re-engineer processes, procedures and practices*
- *Ability to work under pressure and demonstrate resilience to ensure the correct solution is selected with a full understanding of the costs, timescales and risk involved*
- *Proven ability to manage relationships, influencing and negotiating outcomes and adopting a flexible approach where necessary*
- *High level of IT competence with aptitude for learning new technologies and processes with a focus on Service Desk and ITIL technologies and processes*
- *Ability to analyse a range of information sources and to resolve potentially conflicting information and viewpoints to achieve an agreed outcome*
- *Commercially astute – experienced in understanding contractual obligations and working to deliver high quality on this basis*
- *Good verbal and written communication capabilities for conveying information to Team and Senior Managers*
- *Understands the provision of data analytics and its potential uses in end user experience and automation*
- *Ability to prioritise and plan, balancing priorities and deadlines*
- *Strong ownership skills to deliver process ownership, obtaining agreement of and effectively communicating policies across the functional area*
- *Communicates written and verbal complex information and ideas to multidisciplinary stakeholders and is able to explain technical concepts to non-technical colleagues.*

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Job impact

Decision making

- *Reports to the Principal Service Manager*
- *Makes decisions for the immediate team and ensures these are integrated with the wider team objectives*
- *Work is derived from the business workflow, business requirements and processes identified by the Principals, their teams and managers*
- *The role has decision making within the specialised area but will need to ensure consistency of such decisions with the different functions and their objectives within the Service Management*
- *Responsible for delivering objectives in line with service strategy*
- *Contributes to review agreements and targets*
- *Decisions or actions have a substantial impact on the achievement of departmental objectives*
- *Decisions or actions will have a continuing effect on the perceived quality of output or services to viewers, listeners and/or public bodies*
- *Acts as deputy to Principal Service Manager and can be called on to undertake associated decision making*

Scope

Finance: *No financial responsibility*
Line Management: Deputises for Principal Service Manager
Ad hoc Teams: *May be required to support ad-hoc teams*

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.

JOB DESCRIPTION

BBC

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)	**Principle Service Manager**
Location base	**Salford**

Additional job specific responsibilities and accountabilities
• *You are a SME and role model and the person who creates a high performance culture across the Service Assurance disciplines and the environment for people to do great work.*   • *Ensure the on-call Service Management rota is followed and there is on-call cover at all times.*   • *Act as the point of escalation for other members of the Service Management team within the BBC Division responsible for technology services*   • *Responsible for the oversight and management of all Major Technical Incidents (MTI) across all Products and Services ensuring prompt resolution. Coordinating all technical teams, structuring investigations and working with the respective business areas ensuring accurate and timely information is communicated to senior stakeholders and end-users.*   • *Contribute & support the Leads in vendor relationship management with all BBC third party suppliers and partners on behalf of ISOC, ensuring their adherence to contractual obligations (SLA's and OLA's)*   • *Support the Lead on the Enterprise relationship and ensure team act as a conduit on technical services advice to the client community*   • *Management of major broadcast events events ensuring full Service Management wrapper is in place*   • *Support the Lead on Negotiations resolving contractual issues, ensuring legal compliance and champion best practice*   • *Provide authoritative input to procurements where services are being provisioned for ISOC or elsewhere in the BBC*   • *Contribute in pan-BBC governance of shared services and technologies.*   • *Develop relationships across the BBC so Service Management truly works as 'One BBC' identifying, creating and making best use of synergies across other BBC teams.*   • *Promote the profile of the Service Management team and its benefits across D+E and beyond.*   • *Work closely all parts of the BBC informing on all elements of the Service Management portfolio and service operating model. Ensures all existing and potential synergies are exploited sharing expertise and knowledge.*   • *Contribute to projects and work packages within the team*   • *Provide Technical advice to BBC departments in relation to services provided*

Job Advertisement – Senior Service Manager – Connectivity (BBC Design+Engineering)

How would you like to work with the world's leading broadcaster?

BBC Design+ Engineering (D+E) provides industry-leading D+E services to BBC News, World Service, Radio, Content, Nations and English Regions. Providing critical services to these world famous industry leaders, we are proud to be an integral part of the most renowned broadcasting and media organisation in the world.

Working within a dedicated Service Management team, the Senior Service Manager is responsible for making sure that the Connectivity services meet the high standards required, and that the rapidly evolving needs of the BBC and our audiences can be accounted for. Whether it is providing services to enable BBC Sport to cover the Athletics World Championships, to ensuring that the audience voting for Strictly Come Dancing works seamlessly, you would be key to ensuring that these commitments to our audiences are met.

JOB DESCRIPTION

BBC

Working in the BBC's flagship purpose-built campuses in Salford, you would be at the heart of the action, spending time in our world leading Sports news room, studios, production floors and galleries, with the most creative technical minds in broadcasting, with the opportunity to progress your career through the wider Design+ Engineering Division.

You

- *Have experience managing technical services in medium or large scale organisations.*

- *Enjoy forging strong productive relationships with stakeholders, colleagues and users in the pursuit of delivering high quality services whilst maintaining service targets*

- *Are service-oriented and apply yourself in a professional manner to deliver the best service experience possible*

- *Have a passion for technology and technology services and you are keen to learn about the production and Connectivity technologies that drive the BBC. You enjoy working with techies and engineers, proficient at translating their language into business language.*

- *Are calm, collected and methodical when faced with a major incident. The breadth of the technology landscape is significant at the BBC and sometimes, things go wrong. You are able to marshal resources, manage concerned stakeholders and make recovery decisions under pressure.*

- *Enjoy asking questions and getting to the bottom of things. You are not afraid to keep asking questions until you have a full understanding of the situation and orchestrating the right resources to resolve issues and problems.*

- *Enjoy the buzz of life in the fast lane and are conscious of the importance of deadlines in the broadcasting world, where the show must go out at the scheduled time no matter what!*

- *Are resilient and positive, able to set boundaries without appearing obstructive. You are able to collaborate with people who may have differing objectives or priorities, aligning people to work together to a common goal.*

- *Are an excellent communicator. From 1 to 1 conversation with colleagues, clients and stakeholders, to presenting complex ideas, data and hard facts to larger groups, you thrive on this and are not put off by the idea of standing up before an audience.*

The Opportunity

As a Senior Service Manager, you will:
- *Be responsible for the services delivered by BBC D+E and our suppliers and partners to BBC stakeholders. These stakeholders are a mix of editorial, technical, managerial colleagues and service users at the 'coal face'. Drawing on the support and expertise on the services from within the team and from teams in the wider D+E Division*
- *Facilitate an effective relationship between BBC service users and external service providers. Many of the BBCs Connectivity services are provided by 3rd parties through a contractual relationship.*
- *Work with a small dedicated service management team, including a Principal Service Assurance Manager and other Senior/ Service Managers in Salford and London. And other Service Management team members in the wider team.*
- *Collaborates with fellow Senior Service Managers to support the wider BBC customer community*
- *Act as a point of contact for BBC Divisions for connectivity service issues, queries and request for help. Serve as a conduit into other expertise and resource within the BBC Service Assurance team and wider D+E.*
- *Play an active part in major incident management, and post incident activities such as post incident review and reporting. Managing major service impacts is an important part of the job. Making sure they never happen again even more so.*
- *Develop an in-depth understanding of BBC customer Divisions business drivers, processes, user communities and organisational structure. You will have every opportunity to be immersed in their operation.*
- *Develop an in depth understanding of the catalogue of connectivity services consumed by BBC customer Divisions and how these interface with other types of technology services such as end user compute, product & broadcast..*
- *Run service reviews and other meetings with BBC D+E delivery teams, customer stakeholders and 3rd party suppliers. Spending quality time with all of these groups is a major element of the role.*
- *Work to a Principal Service Manager as part of a team.*

- *Jump on issues and resolve them quickly. Resolving issues is a key part of the role.*
- *Help BBC customer Divisions to articulate new requirements, and ensure that D+E step up to meet those requirements. The BBC is a constantly changing organisation and Connectivity services continue become more and more of a dependency for our audience facing services.*
- *Make things better! You are responsible for reviewing and improving the Connectivity services used by the BBC.*

Role is Salford based with regular travel to client sites across the UK

Professional qualifications required: ITIL V3/4 Foundation

Package Description

Permanent contract

Band D

Location: Role is Salford based with regular travel to client sites

About the Company

We don't focus simply on what we do – we also care how we do it. Our values and the way we behave are important to us. Please make sure you've read about our values and behaviours in the document attached below. You'll be asked questions relating to them as part of your application for this role.

The BBC is committed to building a culturally diverse workforce and therefore strongly encourages applications from underrepresented groups. We are committed to equality of opportunity and welcome applications from individuals, regardless of their background.