

Job title	Head of Product (AT&S Operations)		
Job family	Technology, Systems & Delivery	Band	F

Job purpose

The Head of Product Archives Technology & Services Operations is responsible for the stores, technical and digitisation services we provide to support the BBC’s editorial, production and commercial ambitions as well as our corporate obligations. Ensuring that services perform to agreed levels in support

Key responsibilities and accountabilities

- Defines, develops and communicates innovative strategy and plan that delivers on business goals for a full-scale BBC product/service/platform. Aligns strategy with editorial teams. Leads technology decisions that create a robust technical foundation
- Leads the process that achieves product definition, engineering delivery, excellence and refines as necessary. Embeds process across teams. Prioritises within product to address delivery escalations and negotiates priorities with other product teams. Defines delivery priorities within an 18-month window.
- Works across organisations and divisions to build product plans, address issues and manage stakeholders’ expectations. Acts as official product lead for a product.
- Engages with the industry through conferences, panels and standards boards to influence and align strategy with product goals. Builds close relationships with partners to define roadmap and escalation management. Keeps informed of industry trends and their application to the BBC.
- Leads processes, plans and best practice to wider BBC. Recognised as the product expert and key influencer in product category.
- Manages a team of line managers which may include product management, development, testing, and user experience to define roadmaps and deliver product. Supports senior individuals to achieve their potential.
- Builds a high performing team. Achieves organisational goals while meeting assigned budget. Anticipates future budget and adjusts it as needed to achieve business goals. Manages external spend targets for the product.

Knowledge, skills, training and experience

Essential

- Significant Experience of managing and developing products and services – including defining product roadmaps, product development, product life-cycle management, managing stakeholders , implementing long-term plans and applying market/audience/industry knowledge (where appropriate).
- Experience of writing and evaluating product specifications, proposals and reports.
- Experience of managing multi-disciplinary teams within an agile environment and an in-depth knowledge of agile delivery principles, quality software engineering processes and practices.
- Ability to plan and forecast product budget and deliver within that budget.
- Significant experience of appropriate technologies relevant to delivery of product/service/platform and selection of appropriate technology for task.
- Ability to understand and prioritise the needs of the product’s users - either audience

- members, editorial or development teams.
- Experience of managing a large team (c.20-60) to deliver a large, high profile, strategic product/service/platform for a large media organisation.

Job impact
<p>Decision making</p> <ul style="list-style-type: none"> • Responsible for the prioritisation of projects within roadmap and for obtaining business buy-in to those decisions. • Allocation of team sizes and budgets against services and projects. • Responsibility for leading product solution design and development, and for leading user and business acceptance processes. • Collaborating with senior editorial stakeholders to agree business goals. <p>Scope</p> <ul style="list-style-type: none"> • The role holder will line manage a large team (c.20-60). • The role holder will lead services and programmes of work with an annual budget of c. £5-10M (dependent on product area of responsibility).

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.

Responsibilities specific to Head of Operations Archive Technology & Services

- Responsible for stores, logistics and digitisation operational services
- Lead the team to have an effective vision, and purpose, ensuring that systems and services within their remit perform to agreed levels in support of editorial and production colleagues. Ensure continuity of service to minimize production and audience impacts
- Own contracts with suppliers, negotiate and influence to hold them accountable for the terms of the agreement
- Accountable for ensuring the services are properly monitored, supported and maintained, including maintaining resources and skills for resolving issues throughout the lifecycle
- Accountable for the delivery processes within the teams.
- Accountable for implementing (and providing guidance on) strategic changes or managing the teams in accordance with any new objectives, guidance received or developed.
- Responsible for working with BBC workplace on agreeing scope and level of property services to be provided, communicating any business or change requirements that the Archives Technology and Services area may have.
- Conduct regular bench marking reviews of our services and products against comparable external institutions best practice
- Create a culture of continuous improvement for the BBC's archive products and library services
- Leading transformation and change programmes on how we deliver Archive products and services in order to deliver organisational efficiencies and benefits through increased automation of services and workflows