

Job title	New Talent Trainees/ Apprentices		
Job family	Training, Trainees & Apprentices	Grade	Training Grade

Job purpose

To acquire job-ready skills and experience in areas which are important to the BBC's future workforce needs, in readiness for competing for entry-level roles in the BBC and the wider creative sector. See Appendix below for further job specification.

Key responsibilities and accountabilities

- To meet the learning objectives of the apprenticeship/traineeship, and in a timely manner
- To complete specific work-based projects and actions which support learning objectives
- To complete any formal external qualifications, where relevant
- To undertake wider self-learning which supports the overall objectives of the apprenticeship or traineeship, seeking out and taking opportunities
- At all times, to live the BBC's values when undertaking work-based projects and classroom based learning

Knowledge, skills, training and experience

Trainees and apprentices can be graduates or school leavers / non-graduates and usually come to the BBC with very little experience of the world of work. We're therefore looking for raw potential and great attitude rather than past experience. Specifically:

- A strong desire to learn and push beyond individual comfort zones
- Open-minded to new ideas and trying new things
- Strong curiosity and drive
- Able to learn from mistakes and demonstrate resilience
- Excellent team player and happy to work on own initiative
- A demonstrable passion for the area covered by the traineeship or apprenticeship
- Passionate about our industry
- Individual apprenticeships and traineeships will have specific further entry requirements – please see below

Job impact

Decision making:

- Apprentices and trainees take responsibility for their own work activity and learning, under the guidance and supervision of local managers and trainers, with support from the BBC's New Talent team.

Scope:

- After induction and basic training, apprentices and trainees should be well placed to know when to deal with routine problems unaided and when/how to refer up
- The expectation is that close guidance will be needed in the early stages, but this should become less as apprentices and trainees gain more experience and undergo further training

Other information

For Reward team use only

Job Code	
Definition:	Content Support

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.

Appendix –Broadcast Engineering Graduate Scheme (ETS Local) - Wales

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

Division	New Talent – DDGG Schemes
Reports to (title)	New Talent Scheme Manager
Location base	Cardiff, Cymru Wales

The Role	
<p>BBC Cymru Wales is the nation’s broadcaster, providing a wide range of English and Welsh language content for audiences across Wales, as well as flagship programmes for other BBC Networks. Our new BBC Cymru Wales HQ is located in the heart of Cardiff, at our new state-of-the-art broadcast facility ‘Central Square’.</p> <p>Our national TV programming is available on a variety of channels and services including BBC ONE Wales & BBC Wales HD, BBC TWO Wales, BBC iPlayer and S4C. We also offer two national radio stations, BBC Radio Wales in English and BBC Radio Cymru in Welsh.</p> <p>Our network radio portfolio includes regular favourites such as The Choir and Composer of the Week for Radio 3 and many drama productions for Radio 4.</p> <p>We have an unique relationship with S4C, contributing around 540 hours of BBC Wales programmes a year to S4C's overall schedule, all funded from the licence fee and we will provide technology facilities to S4C output from our new Central Square facilities that our technology teams will support and maintain.</p> <p>BBC Wales online services reach over three million unique browsers a week, with content delivered to computers, connected TVs, mobile phones and tablet devices.</p> <p>The service covers the Wales and Cymru editions of BBC Online with content from News and Sport, along with the iPlayer, Homepage, Bitesize and iWonder guides, Weather, Travel, Radio & Music, CBBC and CBeebies.</p> <p>Social media on platforms such as Twitter and Facebook is becoming increasingly important with a major increase in use over the past year.</p> <p>Cymru Fyw also provides a unique insight into Wales from a Welsh language perspective.</p> <p>In addition to local output, BBC Wales also produces digital content for network productions from Doctor Who and Sherlock to Crimewatch and Wizards vs Aliens.</p> <p>BBC National Orchestra and Chorus of Wales are based at BBC Hoddinott Hall, Cardiff</p>	

Bay, and perform across Wales and the UK. They are Orchestra-in-Residence at St David's Hall, Cardiff, and regularly tour to Swansea and around mid and north Wales. They also perform annually at the BBC Proms, at London's Royal Albert Hall.

On TV, together with the independent sector in Wales we produce programmes for the BBC's digital channels Three, Four and CBBC, and our network dramas such as Doctor Who and Casualty attract millions of viewers worldwide. We also broadcast to audiences in the North-West from BBC Radio Foyle in Londonderry.

Our new Central Square HQ will allowing BBC Cymru Wales to take advantage of new and evolving technologies to stay ahead of audience demand in the digital age and to test new approaches for the whole BBC.

The Technology team supports the entire spectrum of television, radio and online productions across multiple genres. The BBC aims to provide something of value for everyone – to inform and stimulate debate, to celebrate cultural life and diversity, to describe and explain stories, issues and events involving local people, and to provide memorable viewing and listening experiences for audiences in Wales and throughout the rest of the UK and the successful candidate will become an integral part of how we achieve our aims.

You will have a main base location in Cardiff, but you will spend periods of time training in other UK sites; such as the BBC Academy training centre near Evesham.

Although your typical hours of work will be 0900 to 1700 Monday to Friday, broadcasting is a 24/7 business and these hours may vary during work placements to meet business need. Flexibility to travel to and work at a range of locations throughout the UK is also a key attribute for this scheme.

You will undertake the BBC's industry recognised, Broadcast Technology Foundation Engineering Programme. This is delivered over several weeks throughout the duration of the Traineeship and you will get to meet other technology apprentices and trainees from across the UK. You will cover (but not limited to):

- 15 day course in foundational training in audio and video systems and signals
- Introduction to the concepts of software programmes and programming
- 4 day course in database fundamentals to aid your ability to support our broadcast systems that can include live audio/video and gfx production systems.
- Digital video broadcasting; the TV/Radio signal chain from studio to audiences, including subjects on digital signal compression, coding, multiplexing and delivery (architecture, networks and transmission)

As a trainee you will receive a graduate salary from the BBC; on successful completion of the traineeship you will be given a continuing contract, salary increase aligned with your promotion within BBC Cymru Wales. As detailed further in this job description.

The technology teams deliver the technology and services that enable BBC Cymru Wales to fulfil their strategic and business goals and deliver great content to audiences 365 days of the year.

The scope of activities and responsibilities of the technology teams across the BBC Cymru Wales (but not limited to):

- Setting and delivering the Technology Strategy
- Management of 3rd party supplier and technology partner contracts
- Delivering on projects of all sizes up to and including multi-million pound technology infrastructure and software projects
- Ensuring IT and telephone infrastructure availability for all platforms and systems
- Responsibility for keeping our radio, TV and news channels on air and on-line
- Working with output divisions on developing and delivering their technology strategies
- Managing Archiving solutions
- Managing Distribution of content
- IT, Information security, and Business Systems

You will be employed onto a continuing contract and will be required to fully complete the scheme and selection exercise prior to commencing your substantive role. You are however, expected to be flexible and to carry out any other duties reasonably required by the BBC. You will have a main base location in Cardiff, however the BBC may require you to work at other locations anywhere in the United Kingdom. As is considered reasonable in circumstances (either on a permanent or temporary basis). During training you will spend ad hoc periods away on study or work placements with the BBC.

On successfully completing your traineeship, the BBC will undertake a selection exercise to place you into your substantive position as detailed below.

Come and be a part of the World's leading public service broadcaster.

Additional job specific responsibilities and accountabilities

Pre-Entry Criteria:

A degree in either Electronics, Physics, Computer Science (architecture and networks). Minimum of 2:1, and/or up to 24 months industrial experience working within a systems engineering/communications organisation.

- Keen interest in problem solving, broadcast/media technologies, computing and networking; and how they want to develop within technology in the BBC
- An interest in the creative elements of broadcasting
- To work and behave in a manner that is in keeping with the BBC's values
- Ability to work effectively, flexibly and willingly under supervision. To be a self-starter

- Understanding of own limitations and commitment to learn and develop new skills and knowledge
- Excellent communication skills in spoken, written, and formal documentation with an ability to communicate with stakeholders of varying seniority
- To work effectively in and with allocated teams, and to adhere to local regulations and standards
- To support the Scheme including tutors, colleagues, managers and business clients, and to be an ambassador for the Scheme
- Work with BBC Early Careers Team and the STEM Ambassador programme to promote Science, Technology, Engineering and Maths (STEM) to young people and our audiences

During the Scheme & Training period of employment:

The training element of your role will build the knowledge, understanding and fundamental competence to meet the capability criteria for your substantive position:

Knowledge, Skills and Behaviours of scheme members:

- To build a first-rate practical and theoretical understanding of Technology and Engineering in Broadcasting.
- To build an excellent theoretical and practical understanding of technical systems and equipment and the context of their use in workplace activities.
- To carry out specification, installation, acceptance, maintenance, modifications, technical investigation, operations and project management within engineering teams
- To resolve complex faults on broadcast equipment and systems, and provide innovative solutions.
- To manage small projects or project elements
- To use and contribute to business documentation, logging and record-keeping systems as appropriate
- Has high levels of resilience, able to take input and direction to run with a task, works on own initiative
- To actively support and encourage the development of technicians, technologists and engineers across the BBC through active participation in training, knowledge sharing, innovation and best practice.
- Work with other BBC colleagues, departments and external organisations to re-establish BBC data services to staff and audiences
- To be aware of and comply with the BBC's policies regarding:
 - Health and Safety,
 - Broadcast Continuity and Emergency Procedures,
 - Diversity
 - Data Protection & Information Security

Industry Awareness

- Develop, maintain and use professional relationships with BBC colleagues and

contacts across the broadcast, media communications industry

- Develop and maintain own personal competence and knowledge in business intelligence systems.
- Communicate clearly and concisely using discretion when required
- Work within budgets and timescales.

Learning and Development

- To build a first-rate practical and theoretical understanding of Broadcast Technology infrastructure and systems; and the context of their use in workplace activities.
- To gain a detailed understanding of the broadcasting industry; its heritage and its future direction.
- To work with team managers to agree objectives, always seeking to add value to the business.
- To research new technology and investigate how it may be used to improve the quality and efficiency of services provided by BBC NI.
- To create and maintain a professional development record to document progress against key competencies and enable effective learning from placements.
- To actively support and encourage the development of colleagues across the BBC through active participation in training, knowledge sharing, innovation and best practice.

After the Apprenticeship

Substantive Position – Post Apprenticeship/Trainee Development.

Based upon this early careers development programme and by meeting all performance and capability criteria you will likely acquire a substantive role within either one of the following BBC occupational career pathways:

Job Family – Technology, Systems and Delivery - Job Title – Operations Engineer

Job Purpose: The role works as part of a shift-working team providing 24 hour operational support, incident management and stakeholder communications for a range of BBC platforms and services.

Key responsibilities and accountabilities:

- Use a diverse range of broadcast and production monitoring tools to identify and resolve complex service impacting issues across a range of technologies and platforms.
- Broad technical knowledge, including understanding of complex systems built from separate components.
- Knowledge of ITIL v4 support model
- Experience in supporting a wide range of broadcast and production technologies, systems and equipment.

- Initiate response to service disruption and support proactive measures aimed at preventing recurrence.
- Accurate logging of incidents accurately including technical response and action taken.
- Implementing contingency procedures in response to planned or unexpected events.
- Handover of incident and information across shift changes.
- Keep informed of operational changes ensuring that actions are taken in line with best practice.
- Good communication skills; Able to explain information to technical and non-technical audiences.
- Ensure the Health and Safety at Work Act, Working Time Directive and other workplace legislation is observed; responsible for ensuring risk assessments are completed, appropriate and meet BBC standards; responsible for ensuring appropriate method statements are reviewed and fit for purpose.
- Maintain knowledge of industry and competitor developments in order to learn new technologies and help introduce them where appropriate
- Liaise with engineering project manager and project support staff to enable them to provide effective and informed written reporting
- Provide effective communication to interested parties, conveying technical information to non-technical staff, either in verbal or written form

Job Family – Technology, Systems and Delivery - **Job Title** – Junior Systems Engineer

Job Purpose: Contribute to the planning and design of systems. Responsible for the implementation, integration, commissioning, test, and (in some cases) operation of systems against given designs.

Key responsibilities and accountabilities:

- Key role within engineering team in the planning, design, development, integration, commission and test of systems
- Responsible for delivering technology solutions that meet the agreed specifications for elements of broadcast projects
- Work with project, product and technical leads, and contractors and manufacturers to design media systems and create implementable solutions to the business' technical requirements
- Where required, responsibilities may also include elements of system operational development and support
- Identify and implement ways of achieving business needs and functional requirements by means of technical innovation and development, ensuring desired levels of resilience are achieved
- Preparation of project documentation and contribute to project plans
- Working within the project team to collaboratively write and review test specifications and test plans ensuring that they are clear, concise and cover

all agreed functionality

- Take ownership of specific small elements of projects and meet time, cost and quality targets for their delivery
- Testing of new installations, ensuring test logs/registers are kept up to date
- Oversee acceptance testing of new installations, ensuring test logs/registers are kept up to date
- Maintain knowledge of industry and competitor developments in order to learn new technologies and help introduce them where appropriate
- Liaise with the project manager and project support staff to enable them to provide effective and informed written reporting
- Provide effective communication to interested parties, conveying technical information to non-technical staff, either in verbal or written form

Job Family – Technology, Systems and Delivery – **Job Title** – Systems Engineer

Job Purpose: Contribute to the planning and design of systems. Responsible for the implementation, integration, commissioning, test, and (in some cases) operation of systems against given designs.

Key responsibilities and accountabilities:

- Key role within engineering team in the planning, design, development, integration, commission and test of systems
- Responsible for delivering technology solutions that meet the agreed specifications for elements of broadcast projects
- Work with project, product and technical leads, and contractors and manufacturers to design media systems and create implementable solutions to the business' technical requirements
- Where required, responsibilities may also include elements of system operational development and support
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- Oversee acceptance testing of new installations, ensuring test logs/registers are kept up to date
- Maintain knowledge of industry and competitor developments in order to learn new technologies and help introduce them where appropriate
- Liaise with the project manager and project support staff to enable them to

provide effective and informed written reporting

Provide effective communication to interested parties, conveying technical information to non-technical staff, either in verbal or written form

Job Family – Technology, Systems and Delivery – **Job Title** – Junior Software Engineer

Job Purpose: Responsible for implementing effective software and tools for given designs

Key responsibilities and accountabilities:

- Develop effective software that meets given specifications
- Review and give feedback on others' code
- Write appropriate tests using automated test driven techniques for ensure code quality
- Integrate the software with monitoring and support tools
- Support system integration in its operating environment
- Write and review technical documentation
- Help to troubleshoot and resolve issues throughout the product life cycle, including out of hours support for incident resolution
- Participate in the team's agile planning and delivery process
- Effectively participate in the teams software development methodologies, such as pairing, code and documentation reviewing and continuous delivery
- Learn new technologies and keep abreast of existing technologies

Approval	
Manager	Scheme Manager
HR Business Partner	Academy HRBP
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