

<b>Job title</b>	<b>IT &amp; Accommodation Assistant</b>		
<b>Job family</b>	<b>Technical Production</b>	<b>Proposed band</b>	<b>A</b>

**Job purpose**

Provide day to day support to the IT & Accommodation Manager, performing day to day administrative and organisation tasks, audits, desktop IT support and reporting duties, both on site and on location

- Key responsibilities and accountabilities**
- Act as secondary authoriser for all IT Asset requests for users in assigned departments and buildings (escalating where required through the service management structure)
  - Ensure orders placed via the Atos catalogue are tracked through to Atos billing and BBC IT asset systems
  - Work with Atos/local support to ensure pool assets have appropriate system updates and are always ready for use
  - Liaise with Production and advise on offsite/event IT requirements and implementation
  - Provide on-site technology support to productions on location
  - Assist the ITAM with audits and reporting tasks
  - Issue and manage the tracking/updating/retrieval of Technology assets including Mobile Phones, Laptops and other mobile devices.
  - Assist with the implementation of the BBC Joiner/Mover/Leaver process to ensure that any IT asset is allocated/retained/transferred/retired when a staff member joins or leaves the BBC
  - Act as point of contact for staff for lost or stolen IT assets (logging, reporting, resupplying)
  - Provide basic IT assistance for staff on site (and, where possible, at events), in collaboration with BBW, Technology Division and Atos
  - Support the ITAM in matters relating to team moves and office management e.g. cutting keys, moving kit, closing down productions
  - Review and monitor departmental set storage expenditure and facilitate set storage disposals
  - Build and maintain relationships with departmental contacts and other BBC and 3rd party support teams
  - Assist with the various ITAM reports as required
  - Support business driven IT and accommodation activities.
  - Support change management initiatives with occupants and service partners. Any other associated duties that may enhance the output

- Knowledge, skills, training and experience**
- Essential**
- An understanding of the fast moving nature of a production office and the needs of project/production based business
  - A working knowledge of standard Microsoft Office applications, in particular Microsoft Excel

- A technical background with previous experience in IT support, or as an office or events IT Co-ordinator, ideally within a production environment
- An adaptable and flexible approach, with the ability to work in a rapidly changing work environment
- Team, communication, influencing, change management and facilitation skills
- Ability to manage departmental needs whilst simultaneously ensuring adherence to corporate policy
- Confidence in working with large volumes of data, such as complex spreadsheets and databases, including financials
- Familiarity with the structure and operation of PCs and Macs

**Desirable**

- Experience of accommodation management, ideally within a fast changing production environment
- Experience of project support involving planning and forecasting for a business need
- Knowledge of the types of services being delivered by Atos under the Technology Framework Contract
- An understanding of the asset delivery and management processes used by Atos
- Knowledge of SAP and financial processes
- A working knowledge of the BBC’s business and administrative policies and procedures

**Job impact**

*Decision making*

*Scope*

**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.*

**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.

<b>Division</b>	<b>Children’s &amp; Education</b>
<b>Reports to (title)</b>	<b>Operations Manager</b>
<b>Location base</b>	<b>Salford (Agile working)</b>

<b>Organisation structure</b>	
<p>The Operations team are the backbone of Children’s &amp; Education supporting live broadcast, tv and content making production teams through the management of assets, sustainability and providing IT &amp; accommodation support. The team is managed by the Operations Manager and they are supported by two IT &amp; Accommodation Managers, as well as an Operations Engineer.</p>	

<b>Additional job specific responsibilities and accountabilities</b>	
<p>This role is required to support the Operations team as they audit and transition assets ahead of a team move project.</p> <p>The ideal candidate will have experience in coordinating and auditing a complex range of assets – IT, Sets and Props.</p> <p>Experience with BBC Systems such as SAP, EZOffice, My Business and IT Requests</p> <p>Experience with analyzing and managing large amounts of data</p> <p>Knowledge of Sustainable productions</p> <p>Knowledge of BBC Children’s and television production</p>	

<b>Approval</b>	
<b>Manager</b>	Erin MacTague, Operations Manager
<b>HR Business Partner</b>	Name
<b>Date</b>	<b>13/09/2021</b>