

BBC NEWS - JOB SPECIFICATION

Job Title:	Operations Executive (General Manager – India)
Base:	Delhi
Country / region:	India
Contract:	Continuing

About us

International News is at the heart of the BBC. BBC News Group employs approximately 2,000 staff in 74 news bureaux around the world. It provides multimedia services to a global weekly audience of over 350 million, in English and 42 languages around the clock, every day of the year. The bureaux react to breaking news, provide news updates and analysis and produce live programme and online output. In a highly competitive market, delivering to both UK Licence Fee payers and commercial partners, BBC News services must be reliable and consistent and continue to meet the high standards expected by our audiences.

Context

International Operations supports all News Group bureaux. The International **Operations Executive (General Manager – India)** reports to the International Operations team in London.

The role provides leadership, management and strategy for the effective delivery of all BBC India Operations which include but are not limited to Administration, HR Operations, Engineering, Technology, Technical Operations and Finance.

Job purpose

As a member of the senior management teamwork with editorial teams, technology suppliers and in partnership with International Operations Management to set and deliver strategic and business objectives, manage significant risks at some of the highest profile and reputational significant events the BBC undertakes

The key task of this role is to provide efficient functioning of the office (administration, technology, staffing, business relationships and other aspects that may be required for the smooth day-to-day operation). To give reliable non editorial support to the journalistic and commercial activities of the Indian bureaux.. In doing so, the post holder will have to work with the International Operations and International Finance (IBF) teams in the UK, as well as local suppliers where necessary..

Within the context above, the General Manager Operations will be responsible for timely and effective day-to-day co-operation between the Bureaux and the relevant authorities in Delhi, and other regions as required, ensuring best practice in the BBC's compliance with local regulations governing such areas as financial, tax, media and employment law.

Main duties

- Ensure compliance with legislation, BBC Policies and Health and Safety regulations across in order to promote a safe working environment.
- Provide leadership for 40+ staff across a number of teams
- Maintain and develop close, collaborative working relationships with all parts of the business to balance creative aspirations with financial and resource constraints, including

providing cost-effective budgets, monitoring spend, identifying investment potential and risks

- Work to divisional and departmental objectives, to formulate viable and strategic plans for the business
- Identify and manage the negotiation and delivery of best value contracts with internal/ external suppliers, according to BBC policies and processes
- Maintain effective financial control for a cost budget in excess of £3.5M for running the India bureaux support department
- Lead and manage the performance of operational managers, conducting performance development reviews, recommend training and play a key and influential role in their career development to create a common sense of purpose, motivate the team and ensure that staff are deployed in a way that maximises their effectiveness.
- Share knowledge and experiences with colleagues, and be proactive and seek out, recommend and adopt more effective techniques, ways of working and best practice to drive efficiencies and deliver value for money.
- In conjunction with Head of Business & Operations and other managers, contribute to the creation and development of the Operations training strategy and roll-out of the training plan for staff to ensure the continuous improvement of skills, knowledge and experience in order to remain competitive
- To understand the strategic priorities of all parts of the business and to manage the administration of the bureau accordingly
- . To maintain and oversee continued operational improvement in all the areas.
- To ensure compliance in India, as well as within the BBC in financial, and administrative areas and to be a single point of contact for London on compliance issues, and to advise on levels of risk; to keep the IB and IBF teams in London informed of issues or changes (including legislative ones) which may have implications for the BBC's operations in India, and to work with the stakeholders to resolve issues as they arise.

- To supervise financial operations which include:
 - management of bank accounts and petty cash accounts, including monitoring transactions and ensuring transactions are carried out in a timely manner; and that necessary funds to effect payment are always available;
 - oversight of accounting, both in local and foreign currency, in conformity with local legislation, and including the submission of monthly accounts to the IBF team using SAP in compliance with the BBC procedures
 - supervision of payroll matters on behalf of the bureau, including payments to freelancers or guest contributors, as well as contractors in other parts of the region

- To supervise HR operations which include:
 - maintenance of HR paperwork, i.e. employment agreements, personnel records, leave data for local hire staff; ensure that all HR records, internal orders and documentation conform to local labour legislation;
 - maintenance of HR data in compliance with the BBC best practice, visa support
 - staff and finance issues in any satellite offices

- To supervise overall administrative issues which include:
 - the work of the bureau with external organisations, making sure that business priorities are met and that agreements are compliant , i.e. relations with the landlord, their agents and the relevant municipal authorities; including supervision of contracts

- with outside contractors and private landlords; monitoring and resolution of customs issues; and third party distribution arrangements
 - compliance of bureau maintenance and operation with both BBC and local health and safety standards, as well as fire safety standards and to lead on Business Continuity issues, liaising at all times with the relevant London staff and Bureau engineers and IT specialists
- To assist correspondents and other bureaux staff in the logistical management of coverage, with a view to making it as cost effective and safe as possible.

Person Specification

Knowledge, skills, training and experience

- Fluent spoken and written English and Hindi skills; excellent communications skills and ability to manage remote communication effectively.
- Experience of supporting and delivering to strategic objectives.
- Financial skills and proven ability to manage budgets and scheduling resources
- Thorough knowledge of local tax, commercial, media, labour and safety legislation.
- Experience of managing and motivating a team; strong personal skills and confidence in communicating with people at all levels and from different backgrounds.
- Experience of stakeholder and crisis management.
- Excellent negotiating and influencing skills, with demonstrated experience of negotiating contracts with external suppliers and partners.
- Demonstrated experience of introducing new, flexible and efficient working practices.
- Demonstrable ability to handle pressure, meet tight deadlines; to prioritise work and to confidently delegate authority; to manage several projects at the same time.
- A lively interest in the broadcast news, online news and wider media environment and appreciation of the particular demands it may place on financial and administrative work.
- A knowledge of Indian / South Asian media scene and future trends; sensitivity to and awareness of the role of international broadcasters in this region.
- Good Analytical Skills.
- Proven experience of developing, leading and managing the performance of teams
- Excellent knowledge of the legislation, regulatory and health and safety framework
Excellent organisational and planning skills

Competencies

The following competencies (behaviours and characteristics) have been identified as key to success in the job. Successful candidates are expected to demonstrate these competencies.

Leadership Skills

Ability to assume a formal position of authority. Can establish goals and actively encourage a climate in which potential can be realised. Is able to recognise that potential and provide support, direction and feedback to foster the development of it. Effectively selects teams, utilises their capabilities and develops their potential.

• Leading Creativity

Fosters imagination, creativity and experimentation, takes and promotes considered risks,

celebrates creative successes and learns from failure, shows openness to alternative ways of doing things.

- **Developing Talent and diversity**

Coaches others to build on strengths and improve on weakness, gives and listens to regular, honest feedback, grows the BBC's new leaders, recruits and develops talent from a diverse range of backgrounds, connects with people from all parts of society.

- **Managing performance**

Sets challenging team and individual objectives and trusts people to get on with them, shares clear expectations about required performance levels, rewards success and addresses performance issues quickly and fairly, treats team members with honesty, respect and compassion.

- **Collaborating across boundaries**

Challenges systems, processes and people that block collaboration, connects people, ideas, processes and issues, sets an example by sharing resources, knowledge, ideas and skills across the organisation, builds helpful, productive relationships across the organisation.

- **Providing direction through change**

Open to change and responds flexibly to new challenges, shares and communicates the BBC's vision with passion and clarity, articulates a compelling case for change, provides momentum when driving change, involves others in building plans for change.

- **Maximising business effectiveness**

Provides the best value by sharing our resources across the BBC, looks for value for money for licence payers, sets realistic budgets and manages them effectively, considers the business implications of decisions, avoids waste and challenges under use of resources.

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	News
Reports to (title)	International Manager
Location base	Delhi

Organisation structure	
You are part of the International Operations Team and report directly to International Manager (Asia Pacific and South Asia).	

Additional job specific responsibilities and accountabilities
Mentor and support other members of the operations team
To work with the Operations Managers to ensure effective scheduling of staff and that

procedures and processes are fully compliant.

To identify and champion opportunities for innovation and new ways of working.

To help to ensure international risks related to property, technology, legal and people registered and managed with mitigation plans in place, reviewed by specialist teams and actioned by stakeholders.

To build collaborative working relationships with other departments within News Group and across the wider BBC.

To identify and champion opportunities for innovation and new ways of working.

To represent BBC News, internally or externally as appropriate.

To promote diversity within News Group and help build a workforce that reflects the BBC wide strategy. Experience of building inclusive teams.

To line manage a team, ensuring that the development and training requirements are met.

Ability to negotiate effectively, with the necessary personal characteristics to achieve desired outcomes.

Experience of working on own initiative, using discretion and making rapid and effective decisions.

Knowledge and Experience

Experience of running an International Media Organisation Operations team in India.

Experience of working on own initiative, using discretion and making rapid and effective decisions.

A positive and creative approach to problem solving.

Able to travel frequently including to BBC international bureaux and other international locations as required.

Responsible for a budget for specific regions and staff in bureaux. Ensuring that the offices have budgeted for next financial year and that any savings or efficiencies are met.

Approval	
Manager	Paul Gibbons
HR Business Partner	Ruchika Karakoti
Date	12th February 2020