



# Production Operations

**BBC NEWS**

## **JOB SPECIFICATION**

**Job Title: Operations Co-ordinator.**

**Department: PRODUCTION OPERATIONS**

**Reports to: OPERATIONS MANAGER**

**Grade: 05D**

### Context

BBC World Service is an international multimedia broadcaster, part of BBC News, delivering a wide range of language and regional services and working increasingly with other parts of BBC News to serve global audiences. It uses multiple platforms to reach its weekly audience of 320 million globally, including TV, digital platforms including social media, AM, FM, shortwave, digital satellite and cable channels. As part of an historic and exciting expansion, the BBC World Service is introducing four new language services serving audiences in India – Gujarati, Marathi, Punjabi and Telugu – to work alongside two existing services, BBC Hindi and BBC Tamil.

All six Indian language services will be based predominantly in the BBC's Delhi bureau, working closely and collaboratively with all teams in that office and with teams in the BBC's headquarters in London to deliver the best service for BBC audiences.

All Language Services are multiplatform, with a multimedia website with a focus on digital video, text, interactivity for both desktop and mobile platforms, and a daily TV news programmes for the Hindi, Gujarati, Marathi, Tamil and Telugu services. Each service aims to make international news relevant to an Indian audience, and bring international perspectives to bear on Indian and global developments.

### About Production Operations

Production Operations support the best possible output on all platforms, built on a strong understanding of audience needs. This is through close and creative partnerships with programme and output teams. The department has staff with a good balance of high



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end craft skills and multiskilling and we understand that quality output is key to the BBC reputation at home and abroad.

We provide a vital bridge between News production and technology communities to ensure innovation, adoption of new technologies, driving new ways of working and new services to audiences.

## Overall Purpose of Job

To co-ordinate the daily running of operations teams, planning and scheduling editorial and operations staff and technical facilities to meet the needs of production in the most effective way. As part of a team you will help manage the day-to-day running of a busy office, providing management information and support. The role will operate to the appropriate degree of competency across a range of systems, primarily MS office and Allocate. Operation Co-ordinators form a vital part of a larger team, ensuring the smooth flow of information across Production Operations. The day to day duties will also include contributing to business decisions by working closely with Operations Managers, and team Leads. You will also provide business reporting information as required.

Please note that this role requires flexible start and finish times in order to meet the demands of the operation. There may be some elements of weekend working. This will be in a form of a fixed pattern within normal office hours.

## PRINCIPAL ACCOUNTABILITIES

Working alongside the Admin and Operations Management team, primarily responsible for allocating staff and production facilities for Production Operations that include Global, Radio, International, National and Regional productions. The role may encompass working in any or all of these outputs.

To ensure all activities and information are up to date and accurate in all systems.  
To be an Allocate or relevant database super user across the operational community and to act as a key user in planning system developments.

To support the Operations Manager or relevant Production Operations Managers in the planning, allocation and maintenance of the operational staff.

## MAIN DUTIES



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- To allocate staff to meet programme commitments. To be responsible for the distribution of staff rotas to meet specific deadlines and to notify and liaise where appropriate.
- To be responsible for implementing short notice changes to the above rotas, covering changes in operational requirements, sickness or emergencies and informing staff as appropriate. To ensure that these rotas take full account of the requirements of individual programmes and are in line with BBC Conditions of Service and the Working Time Directive.
- To maintain liaison with operational staff and to ensure that appropriate details are contained in advance schedules. To liaise with other departments in order to borrow or loan staff to meet the overall requirements in the most cost effective manner.
- With the support of the Management team ensure an accurate centralised database is in place to monitor and track internal/external staff movements and to maintain information on staff attachments liaising with HR in a timely manner of any required action and their implications for the individual.
- To assist the Management team in the implementation of consistent processes and practices, and ensure these are in operation across the Operation, for managing fixed term contracts, attachments, interdepartmental moves the associated backfill requirements and assist in the design of processes and allocation of responsibilities to ensure these practices can be sustained in the longer term.
- To hire in casual staff when appropriate, including issuing contracts, checking invoices and arranging payment and maintaining records of approved freelancers. To deploy casuals and freelancers in a way that is consistent with BBC policies and procedures, with the support of the Management team.
- To liaise with other departments and technical areas to ensure equipment availability and to advise of any difficulty.
- To advise on suitability and availability of facilities, suggesting alternatives where necessary.
- To collect information about changes and over-runs and to modify final versions of rotas to provide accurate management information for costing and statistical purposes.
- To respond to queries from within the BBC and from external suppliers relating to facilities invoices, programme estimates and accounts queries.
- To validate time sheets and T&DE claims from staff and to ensure that claims are correctly related to scheduled duties. Where necessary to contact staff to solve irregularities before forwarding for verification and authorisation.



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- To operate the scheduling computer system[s], contribute to the development of scheduling and financial procedures, and monitor adherence to Working Time Regulations.
- To assist with statistical financial information required for the control of all expenditure and recovery of departmental costs. To produce management information on the utilisation of staff and facilities, providing a quick and reliable response to management queries.
- To train colleagues/assistants in the use of the scheduling system when necessary.
- To ensure that Health and Safety Regulations are adhered to within all aspects of the role.

## SKILLS, KNOWLEDGE AND EXPERIENCE

Excellent communication skills.

Ability to remain calm and productive in a pressurised environment.

A good understanding of BBC Conditions of Service and of Local Agreements

A good knowledge of the key production and delivery tools in a tri media environment.

An understanding of the structure and output of operations

The ability to prioritize conflicting requirements.

To serve as the central point of contact in a busy office.

To be able to learn and apply new software systems and to understand the context in which they are used.

A good understanding of programme production processes.

To be accurate and methodical.

To work with a degree of autonomy.

Ability to build new relationships

Good influencing and persuading 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.

Creative Thinking - able to transform creative ideas into practical reality. Can look at existing situations and problems in novel ways and come up with creative solutions.

Planning and organisation - able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines, staffing and resources.



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Communication - able to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.

Influencing and persuading - able to present sound and well reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change.

Managing relationships and team working - able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team, as opposed to working separately or competitively.

Resilience - manages personal effectiveness by managing emotions in the face of pressure, set backs or when dealing with provocative situations. Demonstrates an approach to work that is characterised by commitment, motivation and energy.

Flexibility - adapts and works effectively with a variety of situations, individuals or groups. Able to understand and appreciate different and opposing perspectives on an issue, to adapt an approach as the requirements of a situation change, and to change or easily accept changes in one's own organisation or job requirements.

A job specification 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 complete, detailed account of all aspects of the duties involved.