

**Appendix**

There may be sub-sets of the generic job described below which require additional technical skills. This appendix to the generic job description provides these details.

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| <b>Division</b>      | <b>Chief Customer Officer Group, Licence Fee Unit</b> |
| <b>Reports to</b>    | <b>Head of Service Development</b>                    |
| <b>Location base</b> | <b>Broadcast Centre, London</b>                       |

**Organisation structure**

The Licence Fee Unit (LFU) is responsible for collecting the licence fee, the major source of funding for the BBC, generating over £3bn of revenue each year. The aim of the LFU is “to maximise long term net licence fee revenue in a way which sustains public support for the TV licence”, ensuring that the licence fee is collected in an efficient, appropriate and proportionate way.

The LFU collects the licence fee through a number of outsourced contracts operating together under the TV Licensing (TVL) trademark. This role is responsible for managing, developing and assuring the policies which are set out to ensure the TV Licensing service partners are compliant with relevant Acts and Regulations.

One direct report (FOI Advisor). Also expected to provide guidance and direction to staff in the LFU and the LFU’s service providers.

This role does not require a legal qualification but will need experience in working with legal professionals and must feel comfortable with legal terminology and concepts.

**Additional job specific responsibilities and accountabilities**

- This role is responsible for managing and developing the policies which are set out to ensure that there is consistency in approach by TV Licensing in compliance with the conditions for licence fee collection set out in relevant Acts and Regulations (NB: not including Data Protection), providing guidance to our service partners in this area. Policies are developed with support from the LFU senior management team and BBC Legal.
- Support BBC Policy on corporate policy issues which impact TV Licensing
- Act as the key point of contact for government departments in relation to TV Licensing operational matters including DCMS, HMCTS, MoJ and the Crown Dependencies, consulting with BBC Policy and Legal as appropriate
- Chair the monthly Policy Forum, the TV Licensing governance forum responsible for ongoing review and update of policies as needed and for monitoring compliance of TV Licensing services against policies.
- Set approach for Equality and Diversity, covering activities and action plan for TV Licensing service providers. Chair quarterly TV Licensing governance forum for Equality and Diversity.
- Manage compliance with Welsh Standards, including ongoing compliance monitoring and reporting.
- Supervise the LFU’s FOI Advisor in management of FOI and SARs, giving guidance and advice and liaising with the wider LFU team and other BBC departments as needed
- Support the LFU’s Head of Data Management in managing data breaches.
- Working with the LFU’s management team, conduct assurance activities to confirm that TV Licensing is operating in compliance with the BBC’s policies.



**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.

**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 considering all the relevant issues and factors such as deadlines, staffing and resources.

**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. To be and appear professional, polite, proactive and helpful.

**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.

**Analytical thinking** - able to simplify complex problems, processes or projects into component parts and explore and evaluate them systematically.

