

JOB DESCRIPTION:

Job Title	Studio Resource Manager
Band	E
Department	Studios
Reports to	Operations Director
Location and Usual Base	Elstree, Borehamwood & Television Centre, W12

About BBC Studioworks

BBC Studioworks is a commercial subsidiary of the BBC providing studios and post production services to all the major TV broadcasters and production companies including the BBC, ITV, Sky, Channel 4, Channel 5 and the Endemol Shine Group. Located across sites in Elstree and Television Centre in White City, our London facilities are home to some of the nation’s most watched and loved television shows. We offer world-class studio and post production spaces, equip them with the right technology and engage the most dedicated and talented people in the industry. By doing this, we bring shows to life.

Purpose of the role

Reporting to the Operations Director, the Studio Resource Manager is accountable for the efficient and effective management and financial control of all operational resources involved in a studio production.

Key Accountabilities

1. To be commercially aware and work with the Commercial Manager to achieve revenue targets.
2. To ensure the customer experience is first class both in terms of operational and supporting requirements, engendering a robust degree of loyalty.
3. To prepare and or/update estimates as required.
4. Responsible for technical planning including providing the technical specification.
5. To action customer driven allocations, requests for staff and ensure appropriate allocation of kit to designated production, including requests for hired kit / freelance resource.
6. To be the focal point for customer liaison on the programme day.
7. To monitor and seek feedback on staff performance on the project and promote improvements in customer service.
8. To be responsible for safety in the Studio and/or on Location, including risk assessment and accident investigation.
9. To monitor technical standards of output and/or operate recording equipment in Studios.
10. To drive cost control, ensuring projects are managed and delivered within the agreed production budget.
11. To be responsible for collection of costs, invoice preparation and project reconciliation.
12. To be responsible for the resolution of conflict on the day and in response to varying circumstances.
13. To communicate the plan to those involved in delivery.
14. Oversee the successful turnaround of studios ensuring deadlines are met in a safe and cost effective way
15. Work closely with the procurement team to ensure that hires and purchases produce maximum benefit to the business whilst maintaining customer satisfaction.
16. Play a role in supporting the delivering of cultural change across the business, advocating Studioworks culture vision and values

Knowledge, Skills & Experience required:

- A thorough understanding and extensive knowledge of the production process and technical requirements needed to deliver the end product gained from several years' experience in this field.
- Proven experience of operating within a complex and commercial environment, able to manage conflicting commercial pressures.
- Good appreciation of the Studio / Post Production market and understanding of the product.
- Experience of leading and implementing change projects within a broadcast environment.
- Proven leadership skills including the ability to be assertive and handle conflict effectively, to create an open and collaborative team climate and lead by example.
- Ability to manage in a changing environment and lead others through the change process.
- Ability to build and maintain strong relationships with customers and demonstrate empathy towards their requirements.
- A creative and innovative approach to problem solving.
- Ability to think and apply a strategic approach whilst effectively dealing with detail.
- Ability to spot opportunities for business development.
- Self-motivated, and able to work without direction.
- Strong presentation skills.
- Excellent communication skills
- Ability to apply a sufficiently flexible style to suit a range of people and situations.
- Demonstrates an appreciation and understanding of Studioworks culture values