

Job title	New Talent Trainees/ Apprentices		
Job family	Training, Trainees & Apprentices	Grade	Training Grade

Job purpose

To acquire job-ready skills and experience in areas which are important to the BBC's future workforce needs, in readiness for competing for entry-level roles in the BBC and the wider creative sector.

Key responsibilities and accountabilities

- To meet the learning objectives of the apprenticeship/traineeship, and in a timely manner
- To complete specific work-based projects and actions which support learning objectives
- To complete any formal external qualifications, where relevant
- To undertake wider self-learning which supports the overall objectives of the apprenticeship or traineeship, seeking out and taking opportunities
- At all times, to live the BBC's values when undertaking work-based projects and classroom based learning

Knowledge, skills, training and experience

Trainees and apprentices can be graduates or school leavers / non-graduates and usually come to the BBC with very little experience of the world of work. We're therefore looking for raw potential and great attitude rather than past experience. Specifically:

- A strong desire to learn and push beyond individual comfort zones
- Open-minded to new ideas and trying new things
- Strong curiosity and drive
- Able to learn from mistakes and demonstrate resilience
- Excellent team player and happy to work on own initiative
- A demonstrable passion for the area covered by the traineeship or apprenticeship
- Passionate about our industry
- Individual apprenticeships and traineeships will have specific further entry requirements – please see below

Job impact

Decision making:

- Apprentices and trainees take responsibility for their own work activity and learning, under the guidance and supervision of line managers and trainers, with support from the BBC's New Talent team.

Scope:

- After induction and basic training, apprentices and trainees should be well placed to know when to deal with routine problems unaided and when/how to refer up
- The expectation is that close guidance will be needed in the early stages, but this should become less as apprentices and trainees gain more experience and undergo further training

Other information	
For Reward team use only	
Job Code	
Definition:	Content Support

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 –Broadcast Engineering Degree Apprenticeship (EAS)

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description and can be developed to cover such situations.

Division	New Talent – DDGG Schemes
Reports to (title)	New Talent Scheme Manager
Location base	Pan-UK

The Role	
<p>You will have a main base location, but you will spend extended periods away on study or work placements with the BBC or other industry partners.</p> <p>Although your typical hours of work will be 9.00 am to 5.00 pm Monday to Friday, broadcasting is a 24 x 7 business and these hours may vary during work placements to meet business need. Flexibility to travel to and work at a range of locations throughout the UK is also a key attribute for Apprentices.</p> <p>This scheme is a sponsored degree and you will undertake block-based learning at a UK university sandwiched between 3 to 4 work placement rotations per year. It's a tough scheme but the benefits limitless.</p> <p>As an apprentice you will receive a salary from the BBC and on successful completion of the three years of combined academic study and work placements you will receive an honours bachelor's degree accredited by a major UK university and an apprenticeship certificate of completion.</p> <p>In partnership with the industry, the BBC launched in 2013 a three year apprenticeship aimed at growing the best creative technologists for broadcasting. Through a series of academic modules and industrial placements we will prepare a new generation of Broadcast Engineers to build and support the future business.</p> <p>The BBC and industry partner's technology teams deliver the technology and services that enable the BBC and other broadcasters to fulfil their strategic and business goals and deliver great content to audiences 365 days of the year and across all of the UK and World Wide.</p> <p>The scope of activities and responsibilities of the technology teams across the BBC and partners include (but not limited to):</p> <ul style="list-style-type: none"> • Setting the Technology Strategy • Management of 3rd party supplier and technology partner contracts • Delivering on projects of all sizes up to and including multi-million pound technology infrastructure and software projects • Ensuring IT and telephone infrastructure availability for all platforms and systems • Responsibility for keeping our radio, tv and news channels on air and on-line • Working with output divisions on developing and delivering their technology strategies • Managing Archiving solutions • Managing Distribution of content • IT, Information security, and Business Systems <p>You will be employed onto a continuing contract and will be required to fully complete the apprenticeship scheme and selection exercise prior to commencing your substantive role. You are however, expected to be flexible and to carry out any other duties reasonably required by the BBC. You will have a main base location,</p>	

however the BBC may require you to work at other locations anywhere in the United Kingdom as required and as is considered reasonable in circumstances (either on a permanent or temporary basis). During training you will spend ad hoc periods away on study or work placements with the BBC or other industry partners.

On successfully completing your selected apprenticeship scheme, the BBC will undertake a selection exercise to place you into your substantive position as detailed below.

Additional job specific responsibilities and accountabilities

Pre-Entry Criteria:

A minimum Level 3 qualification or equivalent, including English, Maths and STEM subject. Other relevant or prior experience may also be considered as an alternative.

- Recognised qualifications in maths and science at A level (B grade or higher) or equivalent. High level of logical and mathematical reasoning skills
- 112 UCAS points (300 UCAS points old tariff) (We will not process you through UCAS – This is for your guidance)
- Keen interest in problem solving, broadcast technology, computing and the internet; their development and application in the broadcast industry.
- An interest in the creative elements of broadcasting.
- Interest in Broadcast Engineering, Broadcast & Media Technology, Electronics, Physics, Computer Science or a closely related subject
- To work and behave in a manner that is in keeping with the BBC's values.
- Ability to work effectively, flexibly and willingly under supervision. To be a self-starter.
- Understanding of own limitations and commitment to learn and develop new skills and knowledge
- Excellent communication skills in spoken, written, and formal documentation with an ability to communicate with stakeholders of varying seniority.
- Work effectively with a wide range of people at different levels in the organisation.
- To work effectively in and with allocated teams, and to adhere to local regulations in third party organisations as appropriate during academic or work based placements.
- To support the Scheme including tutors, colleagues, managers and business clients, and to be an ambassador for the Scheme.

Work with BBC Academy and Outreach to promote Science, Technology, Engineering and Maths (STEMs) to young people and our audiences.

During the Apprenticeship & Training period of employment:

The training element of your role will build the knowledge, understanding and fundamental competence to meet the capability criteria for your substantive position:

Knowledge, Skills and Behaviours of apprentices:

Operations and Systems Engineering

- To build a first-rate practical and theoretical understanding of Technology and Engineering in Broadcasting.
- To gain a detailed understanding of the broadcasting industry; its heritage and its future direction.
- To successfully undertake an employer sponsored university degree in Broadcast Engineering, including

lectures, tutorials, written work and assignments that may need to be completed remotely and/or outside working hours.

- To build an excellent theoretical and practical understanding of operational and technical systems and equipment and the context of their use in workplace activities.
- To work with placement supervisors to agree objectives, always seeking to add value to the business.
- To carry out specification, installation, acceptance, maintenance, modifications, technical investigation, operations and project management within engineering teams
- To resolve complex faults on broadcast equipment and systems, and provide innovative solutions.
- To assess and advise on technical quality of pictures, sound and data in line with BBC guidelines.
- To manage small projects or project elements
- To research new technology and investigate how it may be used to improve the quality and efficiency of production and broadcasting.
- To create and maintain a professional development record to document progress against key competencies and enable effective learning from industrial placements.
- To use and contribute to business documentation, logging and record-keeping systems as appropriate
- To actively support and encourage the development of technicians, technologists and engineers across the BBC through active participation in training, knowledge sharing, innovation and best practice.
- To be aware of and comply with the BBC's and partners policies regarding:
 - Health and Safety,
 - Broadcast Continuity and Emergency Procedures,
 - Diversity
 - Data Protection & Information Security
- Has high levels of resilience, able to take input and direction to run with a task, works on own initiative.

Service Delivery

- Work with other BBC colleagues, departments and external organisations to re-establish BBC data services to staff and audiences.
- To use and contribute to business documentation, logging and record-keeping systems as appropriate.

Industry Awareness

- Develop, maintain and use professional relationships with BBC colleagues and contacts across the broadcast, media communications industry
- Develop and maintain own personal competence and knowledge in Business Intelligence systems.
- Communicate clearly and concisely using discretion when required
- Work within budgets and timescales.

Learning and Development

- To build a first-rate practical and theoretical understanding of Broadcast Technology infrastructure and the context of their use in workplace activities.
- To gain a detailed understanding of the broadcasting industry; its heritage and its future direction.
- To successfully undertake a BBC Apprenticeship within Design and Engineering, including tutorials, written work and assignments that may need to be completed within working hours.
- To work with placement supervisors to agree objectives, always seeking to add value to the business.
- To research new technology and investigate how it may be used to improve the quality and efficiency of services provided by the BBC.
- To create and maintain a professional development record to document progress against key competencies and enable effective learning from placements.
- To actively support and encourage the development of colleagues across the BBC through active participation in training, knowledge sharing, innovation and best practice.
- To be aware of and comply with the BBC's and partners policies regarding: Health and Safety, Broadcast

Continuity and Emergency Procedures, Diversity, Sustainability, Data Protection & Information Security and BBC Editorial Standards.

After the Apprenticeship;

Degree Apprenticeships: Successful apprentices will achieve a degree in Broadcast Engineering BSc (Hons) and also have the option to be accredited by sector skills councils/bodies.

Substantive Position – Post Apprenticeship/Trainee Development.

Based upon this New Talent development programme and by meeting all performance and capability criteria you will likely acquire a substantive role within either one of the eight following BBC occupational career pathways:

• ***Job Family – Technology, Systems and Delivery – Job Title – Operations Engineer***

Job Purpose: The aim of the role is to work as part of a team to provide 9-5 or 24/7/365 operational support, incident management and stakeholder communication for the systems used to produce, publish and serve content for a range of BBC platforms, possibly including mobile, tablet, desktop, and IPTV.

Work involves end-to-end business support for systems and the applications for the related Editorial/Production and Development teams, and is shift based to reflect the nature of the operational work..

Key Responsibilities and Accountabilities:

- Use a diverse range of broadcast and production monitoring tools to identify and diagnose complex service impacting issues across a range of technologies and platforms
- Technical analysis and resolution of a diverse range of incidents impacting live services. Initiate response to service disruption, and support proactive measures aimed at preventing recurrence
- Use problem solving techniques and technical knowledge to translate alarms from components into real-world impact, to inform and guide incident response
- Logging all incidents accurately, and documenting all investigative activities; including all technical means employed to ascertain the nature of the fault and remedial action taken
- Managing incidents and escalating as appropriate and as per defined processes
- Implementing appropriate contingency procedures in response to planned or unexpected events
- Thorough handover of incident and environmental information through shift changes to colleagues within the team
- Keep up to date with operational changes in a fluid environment, ensuring that actions are taken in line with current best practice
- Use strong communication skills to articulate accurate information to technical and non-technical audiences in the course of addressing an incident, and in related actions afterwards.
- Able to discuss or convey complex technical systems both verbally in meetings, calls etc, and non-verbally in incident tickets and documentation.
- Ensure that the provisions of the Health and Safety at Work Act, Working Time Directive and other workplace related legislation are observed ; responsible for ensuring that risk assessments are completed, appropriate and meet BBC standards; responsible for ensuring appropriate method statements are reviewed and fit for purpose

Job Family – Technology, Systems and Delivery - Job Title – Junior Systems Engineer

Job Purpose: Contribute to the planning and design of systems. Responsible for the implementation, integration, commissioning, test, and (in some cases) operation of systems against given designs.

Key responsibilities and accountabilities:

- Key role within engineering team in the planning, design, development, integration, commission and test of systems
- Responsible for delivering technology solutions that meet the agreed specifications for elements of broadcast projects
- Work with project, product and technical leads, and contractors and manufacturers to design media systems and create implementable solutions to the business' technical requirements
- Where required, responsibilities may also include elements of system operational development and support
- Identify and implement ways of achieving business needs and functional requirements by means of technical innovation and development, ensuring desired levels of resilience are achieved
- Preparation of project documentation and contribute to project plans
- Working within the project team to collaboratively write and review test specifications and test plans ensuring that they are clear, concise and cover all agreed functionality
- Take ownership of specific small elements of projects and meet time, cost and quality targets for their delivery
- Testing of new installations, ensuring test logs/registers are kept up to date
- Oversee acceptance testing of new installations, ensuring test logs/registers are kept up to date
- Maintain knowledge of industry and competitor developments in order to learn new technologies and help introduce them where appropriate
- Liaise with the project manager and project support staff to enable them to provide effective and informed written reporting
- Provide effective communication to interested parties, conveying technical information to non-technical staff, either in verbal or written form

Job Family – Technology, Systems and Delivery – Job Title – Junior Software Engineer

Job Purpose: Responsible for implementing effective software and tools for given designs

Key responsibilities and accountabilities:

- Develop effective software that meets given specifications
- Review and give feedback on others' code
- Write appropriate tests using automated test driven techniques for ensure code quality
- Integrate the software with monitoring and support tools
- Support system integration in its operating environment
- Write and review technical documentation
- Help to troubleshoot and resolve issues throughout the product life cycle, including out of hours support for incident resolution
- Participate in the team's agile planning and delivery process
- Effectively participate in the teams software development methodologies, such as pairing, code and documentation reviewing and continuous delivery
- Learn new technologies and keep abreast of existing technologies

• **Job Family – Project Engineering Management – Job Title – Project Manager**

Job Purpose: To collaborate with a business or product owner to deliver a project, or many projects; deliver expected outcomes and meet stakeholder expectations within the brief and constraints of time, cost, scope and quality; and to use appropriate approaches and techniques for the project and domain.

At the BBC, project management applies in different domains e.g. IT, digital, construction, business process, broadcast engineering. Projects may stand alone, or be part of a programme, and/or a product lifecycle.

Key responsibilities and accountabilities:

Manage one or more projects or a sequence of projects or lead a workstream within a programme.

Responsible for project delivery and selecting suitable frameworks and techniques (e.g. iterative and incremental, or sequential).

Typical indicators at this level are:

- A repeatable project approach, delivering a specific capability, outcome or target;
- A project or series of projects approx. 6-18 months in duration;
- Financial or staff to a budget of <£2m, and a staffing level of 6+ (including third parties).

Approach and planning

- Work with 'business or product owner' and stakeholders to agree the project objectives.
- Agree with the 'owner' the options and appropriate approach for delivery.
- Ensure shared clarity of scope, good estimating, solution development and management of risk.
- Produce and manage day-to-day progress against a detailed plan (e.g. Project Management Plan¹) and schedule/roadmap.
- Make effective use of lessons learnt to deliver efficiently.
- Mobilise a project team and establish the organisation structure
- Plan timely reviews / retrospectives and put in place the lessons.

Delivery

- Manage the project within agreed scope, time, cost and quality constraints.
- Identify, track and manage progress, risks, issues, assumptions, dependencies, interdependencies and changes.
- Make effective use of reporting, communication and escalation (when outside agreed constraints).
- Manage people (including third parties) and other resources.
- Ensure all expenditure (or activity) is accounted for and reconciled to budget/plan. Provide forecast to complete or value returned to inform decision making.
- Ensure adherence to relevant BBC policies and standards. Including project management, health and safety, financial, legal, technology and other compliance requirements.

Approvals, Governance and Benefits

- Contribute to and produce the relevant documentation (e.g. Business Case, PMP) to secure investment (if required) or resource allocation.
- Conduct timely oversight forums (e.g. project board, product direction group). Provide management information to senior stakeholders, and other relevant governance forums.
- Where required, put in place benefits realisation plan, and transition to responsible business owners.

Stakeholders, Change, and Communication

¹ BBC terminology - comparable to a detailed Project Initiation Document (PID)

- Work with stakeholders to agree scope, critical success factors, deliverables, outcomes and benefits. Ensure understanding of the impact of any trade-offs and decisions by relevant stakeholders.
- Plan and manage stakeholder communication to achieve engagement.
- Build collaborative relationships with stakeholders, fostering innovation, effective working and address issues.
Plan and complete change management activities (e.g. training, communications) to ensure business adoption.

• **Job Family – Research and Development – Job Title – R&D Support Engineer**

Job Purpose: Responsible for supporting the work of engineers, producers and related teams by supporting the practical realisation / manufacture of prototype designs. The role extends to supporting equipment that may go into production / operational use.

Key responsibilities and accountabilities:

- Support and project manage the practical implementations of systems to help answer research questions, or to deliver systems for operational use.
- Support and project manage other designs that require practical implementation.
- Facilitate the transfer of completed design information to licensees or other parties as required.
- Builds and manages relationships with suppliers.
- Negotiation skills utilising technical and commercial information with the ability to achieve the desired outcome.
- Facilitates clear communication between suppliers and Engineers / CAD.
- Investigates and resolves manufacturing issues.
- Deals with poor supplier performance effectively.
- Seeks out practical, cost effective, quality solutions for the realisation of designs.
- Keeps up to date with and evaluates the latest techniques, products, suppliers, technology, tools, manufacturing methods and trends.
- Able to consider and recommend appropriate solutions for the realisation of designs.
- Present and discuss work completed or in progress to others as required.
- Helps with commissioning and testing of completed designs.
- Identify and follow up opportunities for learning and development to ensure skill set meets evolving requirements and stays at the forefront of technology.
- Knowledge of engineering design principles, materials, manufacturing processes and assembly methods.
- Reasonable understanding of electronic / electrical circuitry and mechanical drawings.
- Able to distinguish different types of circuitry and components, and understand roughly how they work.
- Up to date knowledge of PCB design-technologies, techniques, fabrication methods, assembly, testing, design-for-manufacture and design-for-test.
 - To include advanced multilayer and high-speed digital / RF designs.
- Manage the procurement of component parts and assembly of projects.
- Awareness of legal / regulatory issues such as contract law, fair trading, EMC compliance and safety testing, etc.
- Produce appropriate documentation.
- Manage databases and archives of completed work, using version control / document management systems and procedures.

• **Job Family – Technical Production – Job Title – Outside Broadcast Support Engineer**

Job Purpose: Responsible for the technical and artistic delivery of complex radio and television outside broadcasts and for their delivery to the broadcast chain, leading technical operations on both live and recorded events across all relevant Broadcast and New Media platforms, both nationally and internationally

Key responsibilities and accountabilities:

- Provide effective support for the Operations Manager (Location Team), deputising as necessary and representing Production Operations inside and outside the BBC at all levels
- Interpret the ideas of producers and engage in the creative process, often devising new operational techniques and unique technical solutions for all aspects of outside broadcast & location work including both large scale multiple stakeholder events, TV & Multimedia and radio events
- Translate ideas into practical tasks to realise programmes in the unpredictable environment of an OB and communicate them appropriately to colleagues and outside agencies
- Arrange and attend planning and site meetings and ensure the effective communication of requirements and details of OBs to colleagues and other relevant agencies. Producing recce documents for the wider location team and advising production teams on the best way of realising their ideas
- Organise access to sites and arrange security, liaising and negotiating with officials and members of the public in the UK or overseas
- Assess new and existing venues for safety, operational and creative suitability. Communicating survey results appropriately.
- Provide estimates, purchase and hire equipment and facilities from external suppliers.
- Determine the appropriate allocation of staff and equipment to productions (including requests for hired resources and the use of freelance staff).
- Communicate complex information in an authoritative manner to BBC staff, contributors, the public and members of other organisations at all levels
- Liaise with other broadcasting organisations, artistes and agents to agree and coordinate their technical requirements
- Account for the costs associated with the delivery of specific programmes or events, providing suitable cost breakdowns where requested
- Provide specialised knowledge on the acquisition of broadcast and IT equipment
- Develop specifications and/or design of new or modified broadcast equipment and IT systems
- Provide expert advice and information on all matters relating to safe technical working practices and electrical safety and to ensure that all activities on site comply with the relevant BBC safety guidelines and UK law, including when working overseas
- Develop and maintains effective relationships with production & technical departments across the BBC

Approval

Date

October 2018