ROLE.	Team Leader, UK Broadcast Engineering
DEPARTMENT.	Technology
REPORTING TO.	Head of Engineering

About the Company.

BFBS is a not-for-profit organisation and registered charity with a 70-year heritage, providing Radio and TV to Britain's Armed Forces and their families around the world. Broadcasting under the BFBS and Forces TV brands, its mission is to "*serve those who serve*", by providing a vital welfare service which maintains efficiency and morale in all three Services.

Operating under a long-term contract with the Ministry of Defence (MoD), BFBS's worldwide network of 30 radio stations and 16 TV channels has studio centres in eight countries and a global transmission network covering 16 time zones. It is responsible for the entire end-to-end broadcast system, from programme acquisition and original production to end-user delivery to barracks, homes, and Navy vessels at sea.

BFBS also operates several related armed forces welfare businesses including digital cinemas, a UK national TV station, UK national radio station, library, and production services.

About The Department.

The Technology Division has around 60 broadcast and IT engineers who are responsible for the design and operation of all BFBS's technical operations, facilities, and capital projects.

BFBS's technology challenges are at the cutting edge of broadcast and IP technology, demanding a visionary approach, with practical experience and proven management ability. This role is a rare opportunity within the broadcast industry to work on truly innovative solutions which make a real difference to the lives of people who serve their country.

About The Role.

Reporting to the Head of Engineering, the Team Leader, UK Broadcast Engineering, will manage a diverse team of broadcast engineers, providing support functions across all BFBS's TV and Radio services. The post holder is expected to work closely with their peers to provide outstanding management across all provided services as well as provide hands on operational support as part of business-as-usual activities and projects alike.

This role is crucial in improving and maintaining the level of service we provide to our internal & external customers. The Team Leader, UK Broadcast Engineering will form part of the 'out of hours' support function through the departmental rota.

They will ensure, through effective management of the Engineering team, that all broadcast systems are available at all times and that where issues occur, the engineering team are suitably qualified and available, to restore services as soon as possible, with absolute minimal impact to 'On Air' output.

They must provide operational and technical leadership of the UK Engineering team, ensuring the high availability of all services 24/7. This must be facilitated through a programme of effective incident response, proactive routine maintenance tasks and a collaborative approach to *Continual Service Improvement*.

The Team Leader, UK Broadcast Engineering will be responsible, not only for the effective performance of the technology and processes deployed in the support of service deliverables, but of the personnel within the UK Broadcast Engineering team also. To cultivate a single collaborative engineering environment, where available resource is always optimised, the Team Leader, UK Broadcast Engineering must ensure that all engineers are able to support both radio & TV services. Individual tailored training plans must be created and effectively managed to reflect this.

The Team Leader, UK Broadcast Engineering will be expected to adhere to the company Cyber security policies and always ensure compliance as well as promoting a security culture throughout the engineering team.

They will ensure that an effective individual set of 'SMART' configured objectives are devised and set for all engineers. The objectives must add value to the technology department as a whole and develop the team member's skills, experience, and knowledge. These should be managed through regular one-2-one sessions, at least monthly, where progress will be tracked and recorded.

The UK Broadcast Engineering Team Leader must be highly organised and able to deal with multiple conflicting demands and as such, the engineering team must be managed in order that they are able to respond accordingly.

The UK Broadcast Engineering Team Leader will be expected to not only follow ITIL methodology and service management best practices as defined and implemented by the ITIL Manager, but also to drive them through the engineering team to enable better management of our services, improve service availability to our customers and to better manage our 3ᵈ party suppliers.

Key Responsibilities & Prerequisites.

- Manage and motivate a team of cross platform broadcast engineers

- Hands on engineering support working closely as part of the Engineering team

- Manage the progress of the Broadcast Engineers, ensuring that they are performing as expected against the job description and their areas of responsibility. Ensure their optimum performance, meeting the required standards and continuously developing their capabilities and skill sets

- Establish and maintain internal relationships across the broader business including at senior management level

- Establish and maintain relationships with third party suppliers critical to the delivery of BFBS services

- Ensure that each member of the Broadcast Engineering team has a set of 'SMART' configured objectives that ultimately add value to the business and aid their progression and learning

- Ensure that each member of the Broadcast Engineering team has a documented tailored training plan that both supports their ability to perform effectively in the role and allows them to upskill and develop

- Ensure that regular one-2-ones are performed with each member of the Broadcast Engineering team, at least monthly, where SMART objectives, general performance and progress against their tailored training plan is tracked and recorded

- Ensure that regular team meetings are implemented in order to establish and maintain a collaborative working environment, where ideas and challenges are shared, and a consistent operational approach is taken across the Broadcasting Engineering Team

- Ensure that a full and accurate document library exists for the management of all documentation related to the provision of broadcast engineering services and support functions

- Effectively manage the team rota including leave & sick to ensure that at least minimum staffing levels are always met

- Ensure that the broadcast engineering team always present a professional and customer focused approach

- Ensure a performance culture exists through the setting of standards and leading by example

- Ensure that you, and your team are aware of and compliant against BFBS's Health & safety guidelines

- Ensure that all incidents, problems, and changes are resolved in an efficient and timely manner and responsibility and allocation of tickets are managed throughout their lifecycle

- Ensure that all logged incidents are accurately captured and updated, including all relevant details enabling effective trend analysis

- Ensure that service metrics are produced and analysed both for internal customers and our external third-party suppliers

- Evaluate the impact of all faults or risks to the availability of broadcast services and implement any actions necessary to re-establish affected services with absolute minimal consequence to their availability

- Identify opportunities to implement best working practices and service delivery improvements across the broadcast engineering department

- Encourage the broadcast engineering team to identify areas for service delivery improvement and best working practices

- Ensure that the broadcast engineering team are following agreed and defined best working practices

- Ensures that all agreed and defined Service Level Agreements and Operating Level Agreements are adhered to

- Ensure that a Continuous Service Improvement approach is applied across the broadcast engineering department

- Enable an effective service management ethos by implementing a concise set of operational processes across broadcast engineering and ensure that they are followed by the broadcast engineering team

- Support the Head of Engineering and other senior management as required, in support of broadcast engineering service deliverables and of the business strategy as a whole

- Ensure ability to present complex technical information in a manner suitable for all audiences, both technical and non-technical in written or verbal form including at senior management level

- Ensure that the entire broadcast engineering team are sufficiently skilled to support both radio and TV services and technology, that they work as a single collaborative team where knowledge is disseminated across the team, facilitating effective knowledge sharing and breadth

- Ensure that all Broadcast Engineering team members have at least a foundation understanding of ITIL service management

- Ability to create, implement and manage service improvement plans

- Ability to work on own initiative and to perform effectively both as an individual and as part of a team

- Ensure availability for *'on call'* as part of a departmental rota ensuring out of hours' support to the business

- Ensure effective monitoring of all critical systems in support of a proactive incident mitigation team culture

- Ensure that all critical systems are under stringent support agreements and that a mechanism is in place to manage their timely renewal

- Ensure that all technical solutions, across both radio and TV are fit for purpose and that the services provided deliver against the BFBS strategy

- Ensure that new services are transitioned into support effectively, that they are fit for purpose and that all relevant documentation, training and support contracts are in place prior to accepting into support

- Ability to draft technical proposals, briefings and technical strategy documentation as required for presentation to BFBS senior management and/or the Ministry of Defence

Desirable Qualifications and Experience.

- Highly developed technical and operational management skills with experience of leading and developing groups of staff within a broadcast engineering environment
- Experience of defining the roadmap for the infrastructure strategy, architecture, services, policies & procedures
- Experience of implementing the technology supporting critical broadcast systems

- Experience of working with broadcast IT equipment and have a good working knowledge of Windows, MAC OS, and Linux operating systems

- Knowledge of storage technologies

- Knowledge of IP infrastructure

- Experience of complex broadcast engineering workflows including TV news production, linear TV playout, nonlinear media workflows and IP based Radio production studio equipment

- Knowledge of cloud production environments

- Knowledge of ENG cameras

- Specific experience of IPV MAM, Grass Valley Morpheus TV playout system, Provys TV scheduling, Adobe Premier

- Knowledge of basic test and measurement instruments

- Knowledge of broadcast infrastructure cabling

- Experience of Video compression and streaming standards used in a broadcast environment

- Experience of Audio codecs and standards

- Experience of DVB satellite receiving systems, Broadcast Radio transmission including DAB, FM, and AM

- Experience in technical troubleshooting

- Experience of setting up of accounts with suppliers, negotiating and creating support contracts as required

- Experience of setting SMART objectives and demonstrable team performance management skills

- Demonstrable experience of working effectively within collaborative team structures, ideally in a technology-based business environment

- An understanding of broadcasting and how digital technology contributes to the services being delivered

- In depth understanding broadcast system workflows
- Service management experience - ITIL V3 or equivalent
- A recognised Project Management accreditation such as Prince2, APM etc.
- Ability to work on own initiative

- Experienced in translating business strategy and objectives to enable identification and prioritisation of technology services

- Familiarity and understanding of statutory Health & Safety at Work regulations and the EU Working Time Directive

- Knowledge of world geography specific to BFBS service areas