

Job Description

Job title	Technical Services Manager	Date 03-03-26
Reports to (title)	Operational Delivery Manager	
Contract/Department	BBC	Revision xxx
Location	W1 London Broadcasting House	

Job purpose

Describe the overall purpose of the job in two or three sentences.

Responsible for:

Delivery of the Engineering Services function to the customer, through a Team of Shift and Day Supervisors, Engineers and Supply Chain Partners, across an identified portfolio of BBC locations

Ensuring Engineers and Supply Chain Partners deliver a quality service whilst maintaining a safe working environment.

The technical, professional and personal development of the Engineering workforce. Overseeing the implementation of the Engineering standards and services within the business.

Providing guidance, advice, support, post incident reviews, audit management, resource optimisation and benchmarking services covering all aspects of engineering and technical delivery.

This is an active role requiring excellent teamwork and relationship management skills. Forming strong links with the Operational Managers, Scheduling Managers and Supply Chain Partners will be essential. The postholder will be expected to positively contribute to the performance, growth and profitability of the business.

Acts as 'Technical Expert' in operational areas or responsibility, ensuring technical competence of the workforce whilst validating and disseminating best practice and innovation with the wider contract and EUK business.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Key Objectives of the Role:

Manage all aspects of Health and Safety in accordance with legislation and EMCOR standards

To develop and support the role of the Shift Supervisors and Engineering Delivery Team to ensure robust, safe and compliant service delivery against the operational and commercial obligations of the contract with respects to operational area of responsibility completion of all statutory maintenance activities and must anticipate and escalate potential non-compliances

Ensure accurate completion, management and delivery of the 52 week planned periodic inspections and maintenance programme; highlighting and reporting all statutory and mandatory tasks to deliver a safe and compliant estate

Engaging with key stakeholders:

To support, inform and implement a personal and technical development framework for the service delivery workforce.

To develop improvements to safe and compliant working practices.

To ensure all communications are cascaded to the service delivery team, using existing frameworks as appropriate, implement mechanisms for feedback, (including team talks, toolbox talks etc).

To develop and Implement an appropriate control framework over the service delivery team and Supply Chain Partners to continuously improve cost and quality management.

Ensure all engineers are compliant with the company processes and work with key Contract and EUK Senior Management Team and BBC Client stakeholders and the Helpdesk/Scheduling teams to deliver efficient service

Improve the service delivered to ensure customer service is improve

Operational accountabilities:

Delivers elements within their Business Unit/Contract plan to achieve current year's performance

Inputs to planning activities with horizons of typically 1-2 years

Manages activities to support operational delivery and growth for their Contract and Professional Function.

Operates within agreed operational and/or management guidelines

Maintains effective internal and external client or user relationships within own area of responsibility

Delivers Health and Safety policy and standards

Implements Business Unit/Contract decisions and sets local priorities

Applies high level technical skills across a range of functional or business activities

Focuses on providing input to the annual business, financial and people plan for the specific contract, project or specialism

Financial Accountabilities:

Within a Business Unit/Contract or a professional function:

Works within clear budgetary guidelines
Translates plans and requirements into realistic budgets and targets for sub-teams
Promotes innovative ways to add value and reduce costs within the team.
Contribute to budget planning
Facilitates, Enables or delivers Small Works and Projects in area of responsibility as required

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

For a contract or multi-disciplinary team:

Responsible for the overall resourcing
Optimises performance
Full management control of people resources and is responsible for implementing disciplinary actions up to and including dismissal.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Member of a Professional Body with Level 4 -6 Qualifications as a minimum.
Likely to have in excess of 5 years managerial and/or technical experience.
Track record of success in supporting a major business contract, Business Unit or region and/or providing support to a professional and/or technical function
Possesses in depth knowledge of one complex functional or business area
Live AE/AP appointment ideally in LV, HV,
Strong analytical skills including root cause analysis and process mapping
Excellent written and verbal communication skills
Strong MS Office skills – particularly MS Excel
Excellent initiative and work to tight deadlines
Working knowledge of H&S legislation
IOSH/NEBOSH certificate (or equivalent) or ambition to work towards qualification
Proven strong leadership skills and experience
Calm professional manner, but able to take firm and timely decisions
Results focused and strategic with good attention to detail Reliable, energetic and flexible
Previous asset management and technical compliance experience in Hard Services

Other factors relevant to the job

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Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Management of 24/7 operation, potential for out of hours attendance
 On-call requirement
 Knowledge and experience of the following or similar is preferable:
 Broadcast resilience
 Critical systems uptime requirements
 Studio, transmission, and MCR environmental dependencies
 Emergency/incident command responsibilities
 High availability engineering assurance
 Technical governance around broadcast continuity

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>				
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>