JOB DESCRIPTION

Platform Operations Executive

CONTEXT

Digital UK leads the management, operation and strategic development of free-TV in the UK. We are responsible for the operation of Freeview and Freesat, the nation's two major free TV services enjoyed in more than half of all TV homes in the UK.

Digital UK is owned and supported by its Members, the BBC, ITV, Channel 4 and Channel 5. Digital UK is a not-for-profit company which is funded through direct funding from its Members and a range of commercial activities.

In July 2021, the Members agreed to bring Digital UK and Freesat together and we now operate as one company responsible for the overall management of free-TV in the UK, bringing together a team of more than 100 people based in central London.

Freeview is the UK's digital terrestrial television (DTT) platform in the UK. Digital UK is co-located and works in close collaboration with Digital Television Services Limited, which leads on consumer marketing of (and owns) the Freeview brand. Together these two companies work in partnership to run the Freeview TV platform and services. Freeview is the largest TV platform in the country, used in 18m homes. Freeview Play, our live and on-demand TV service, is now actively used on 5m devices.

Freesat has been in operation for over 12 years, delivering over 2 million homes with the best of linear TV and On Demand content over satellite. The platform carries over 170 channels, including more than 25 in HD, as well as some of the leading free On Demand platforms, like BBC iPlayer, as well as paid for On Demand services like Netflix and Rakuten TV.

Since their launch in 2002, Freeview and Freesat have both evolved to become multi-platform TV services offering viewers the best of free-to-view television – live and on-demand – across TVs, set-top-boxes and mobile devices. Digital UK, in conjunction with its PSB shareholders, is focused on offering the best free TV experience to UK viewers across terrestrial TV, satellite TV and increasingly internet TV, ensuring that free-TV – with PSB at its heart – remains as strong and vibrant in the future as it has been to date.

We are passionate about the future of the UK's broadcasting industry and TV's role within what is one of the fastest growing sectors in the UK economy.

OUR VISION

Our vision is to offer the world's best free television service, because we believe everyone in the UK has a right to great TV for free.

THE WAY WE WORK

Collaborative – open, collaborative and always respect each other and all our partners.
Creative – smarter, more agile and more creative than our competitors. We find innovative solutions and open up opportunities to deliver our vision.
Ambitious – determined and ambitious about our work, always delivering the very best for our viewers.
Positive – we bring positivity to everything we do, sharing in our successes and learning from our mistakes together – without judgement or blame.

ABOUT THE ROLE

Platform Operations Executive will be an important member of our Platform Operations team.

You will be help us in our mission to ensure that viewers receive the service we promise them, every time. We treat every viewer as a valued customer – one who expects their experience with free TV to be effortless as well as entertaining, from first set-up through to daily viewing.

You will report to our Platform Operations Manager, but you will also support our Website Manager.

You will work closely and collaboratively with:

- The Product team – who define the features that delight viewers and make free TV feel a joy to use. You will help to ensure that these features 'just work' for viewers, every time
- The Viewer Support team – who provide help and advice to viewers. You will help to ensure that this team has the information it needs at all times
- The Technology team – who build many of our platform features, and who work closely with our partners (including TV and set-top box manufacturers, and VOD app providers) to ensure that all products and features work properly and are fully interoperable. In particular, you will work very closely with the Service Delivery team
- Our partners – particularly broadcasters and VOD app providers
- Our providers – in particular, the digital agencies who provide our websites.

RESPONSIBILITIES

- Helping to produce regular reports, for example a weekly Platform Operations report showing usage data and platform issues.
- Monitoring our log of live platform issues and chasing for updates and resolutions.
- Helping to manage the process by which we recommend content to our viewers.
- Assisting with our websites, for example by:
    - Helping to keep pages fresh and updated, such as the landing pages for channels

- Working with the People Team, publishing job vacancies on our Careers section
- Finding and fixing broken links.

- Helping to identify any gaps in our content partners' metadata and reporting them to the relevant partner.
- Assisting with our channel onboarding and change processes – including by ensuring that all relevant documents are completed, signed, and filed appropriately.
- Ensuring we have up-to-date contact lists for our content partners.
- Working with our Finance team to ensure we invoice channels correctly.
- Helping to ensure that all of our relevant teams are aware of any platform changes that might affect them.
- Assisting with internal and external meetings – for example, by taking notes and following up on actions.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Excellent planning and organisational skills
- Excellent time management skills and know how to manage your own time. Experience of working under pressure to tight deadlines and managing a high workload with conflicting priorities.
- Excellent written and verbal communication skills with proven experience of creating reports that look great, are easy to read, and convey complex information in a straightforward way.
- Excellent attention to detail and the ability to ensure documents are consistent in language and style.
- Ability to and experience of writing clear meeting notes, that capture all of the relevant information.
- Experience of working on websites or working with broadcast metadata is desirable, however training will be given.
- Very good interpersonal skills and able to build strong relationships with colleagues at all levels.
- Flexible approach to work with a focus on delivery to deadlines and high standards.
- Very strong Microsoft Office skills including Outlook, PowerPoint, Excel and Word.
- Passion for television and the broadcasting industry.

PERSONAL ATTRIBUTES

- Ability to work autonomously and as part of a team.
- Proactive, driven and motivated.
- Collaborative team player and able to build rapport and maintain effective working relationships.

- Enjoys working in a demanding and dynamic company. Constantly drives and achieves the best possible outcome.
- Well organised, responsive, with good attention to detail.
- Resilient, able to work under pressure and deal with conflicting demands.
- Embraces and promotes a diverse working culture.
- Aware of own development needs and relishes the opportunity to expand the breadth of their skills and knowledge.

LOCATION

The role is based in Digital UK's central London offices.

The company offers flexible working, and we are currently implementing our hybrid ways of working.