

ROLE.	Programme Manager – Distribution & Delivery
DEPARTMENT.	Corporate
REPORTING TO.	Chief Executive (and dotted line to identified directors)
LEVEL.	Mid-senior (one level below Senior Management Team)
WORKING RELATIONSHIPS.	CEO & Directors, Functional Heads, Content & Technical SME's, Project & Product Managers.
LOCATION.	Buckinghamshire/remote home working
CONTRACT TYPE.	12 Months Fixed Term – Full time
START DATE.	ASAP

Overview.

The Programme Manager will be responsible for the oversight and orchestration of all strands of activity related to the 'Distribution and Delivery Programme' which is at the very heart of BFBS' future proposition, centred around a business milestone in 2023.

Through the high-level management of a cross-functional programme of related projects and associated 'business as usual' activities, both of which are delivered by our projects and operational teams and by working closely with a range of stakeholders including the Senior Management Team and our subject matter experts, you will ensure that the programme tracks against our strategy, priorities and timeframes.

Your previous experience and your vision and foresight will ensure that you are able to plan and manage this complex programme of work, continually assessing and reporting its progress, costs and impact to the wider business.

Scope Of The Role.

BFBS is a 'not for profit' registered charity, funded through a long-term agreement with the Ministry of Defence. Our role is to deliver radio and TV services to the British armed forces and their families based in the UK and overseas.

We're looking for a highly experienced Programme Manager to oversee the delivery of a complex series of projects as we prepare to meet the needs of our future audiences. This involves the evolution of our content provision and its related distribution solutions.

BFBS content is delivered via a multitude of platforms to a near global audience, and this role will require a confident understanding of traditional and evolving media management and distribution disciplines and technologies to both internet connected and disconnected locations and audiences.

The Distribution & Delivery programme will capture, track and manage all current known projects and activities and will need to evolve and adapt to reflect our future thinking and planning too.

The programme is an exciting and broad remit of projects and activities, which will include our satellite strategy, for example future capacity changes and requirements across frequency bands and sky fleet for linear and nonlinear delivery.

It includes our ambitions around the delivery of 'on demand' content to our current and future platforms, the associated scheduling capabilities and the receiving and distribution platforms and technologies.

Management of the associated dependencies, timelines, constraints and risks will be essential to the success of this programme, as will your ability to challenge us at all levels and to support and feed into our strategic planning.

Responsibilities.

- Contribution to strategic discussions and goals, actively highlight ideas or concerns.
- Overall integrity and coherence of the strategic distribution and delivery programme by setting up an appropriate governance, process and controls.
- Successfully delivering change, co-ordination of projects identified under the programme and management of inter-dependencies including oversight of any risks or issues arising.
- Planning and defining programme level objectives, scope, milestones, deliverables and proactively monitoring progress.
- Identifying resources required to help deliver the programme (both internal and external), work with Directors & Functional Heads to assign such resources.
- The day to day running of the programme activities; cost forecasting, budget management, programme planning, risks, and dependencies management.
- Outlining programme level communications and maintaining associated progress/status reporting cadence with the CEO and senior management team.
- Supporting the design and decision-making processes where relevant knowledge and experience aligns.
- Supporting BFBS operational teams to ensure the programme transitions into Business As Usual successfully
- Production of key programme level documentation to support the desired outcome required to achieved programme success.

The role will oversee an overarching Programme in delivering the SMT owned strategy by:

- Recommending and implementing strategy and programme management tool(s) and ensuring that their integration with existing BFBS project management protocols.
- Align with business core processes, recommend the programme level controls required and advise on improvements that can be made (if needed).
- Owning the overarching Programme Initiation Documents
- Designing the delivery roadmap – including benefit mapping where appropriate to ensure benefit realisation can be achieved.
- Identifying the required functional activities (Projects/BAU activity) to deliver the programme; work in collaboration with SME's to ensure objectives and scopes align with programme and advise on prioritisation where needed.
- Ensure appropriate liaison, comms and consultation across all stakeholders (escalating to directors if problems in achieving this)
- Identifying and monitoring progress across the programme and report any potential delays to delivering on time, within budget and the quality expected.
- Escalating with appropriate stakeholders and ensure corrective actions are followed up immediately with SME's/PM's.

- Creation of programme level risks/issues register within the programme life cycle and ensure the mitigating actions are compiled in consultation with all stakeholders.
- Identifying dependencies and inter-dependencies in the programme as early as possible, the impact of change on each strand of activity and the effect on existing workflows, processes or procedures. Report findings with appropriate stakeholders and confidently escalate any challenges presented.
- Responsible for providing quality assurance through maintaining programme management activities; ensuring the integrity of BFBS products or services are maintained when delivering new requirements and influence stakeholders on the change journey.
- Confidently re-designing strands of activities, timelines and budgets where needed.
- Developing and delivering change/transformation roadmaps and strategic briefing documents, using them to initiate, prioritise and support operational change initiatives, and to manage stakeholders' expectations.
- Listen to the many internal opinions on potential solutions and advise the business on advantages and risks, as a key stakeholder in the decision-making process.

Essential Experience & Competencies

- Experience in delivering technical and business-related change within the media and broadcasting industry as a Programme Manager.
- Significant experience in leading and managing large, complex Programmes within a matrix resource environment and able to operate across multiple teams, demonstrating credible and critical thinking.
- Experience in managing multiple competing priorities whilst maintaining successful programme delivery on time and within budget.
- Must be able to demonstrate the ability to support strategic business decisions and confidently influence solutions which could further support or improve on existing capabilities and add value where possible.
- Experience working with diverse teams (cross functional) who are continuously developing improvements to our systems, solutions and products.
- Must be able to demonstrate the ability to outline the benefits the programme is to achieve, analysing the links between programme activities and benefits; produce a visual representation such as benefits mapping.
- Demonstrate confidence in clear concise communication both written and verbal.
- Must be able to demonstrate networking skills by developing collaborative working relationships across multi-disciplinary teams and multiple partners to drive successful programme delivery.
- Must demonstrate significant experience in cost forecasting and budget management both Capex and Opex.
- Must have experience in producing programme level documentation to support.
- Experience in identifying inflight dependencies and managing interdependencies within the programme
- Excellent organisational, time management and multi-tasking skills.
- Ability to design and introduce user friendly tools to track all Programme elements and translate others' existing tools into a central dashboard or similar.
- Ability to motivate and focus a large collaboration to reach challenging goals.
- Analytical thinking: ability to breakdown complex problems, prioritise, identify corrective actions and ownership.
- Ability to work on multiple programmes simultaneously, prioritising where necessary.
- Ability to work in organisation where resources are shared and may have conflicting priorities, including being based in other time zones.
- Ability to communicate in a subtle and diplomatic style when working with demanding stakeholders and senior management.

- An aptitude to work pro-actively, under pressure and react positively to resolve conflict and supports change.
- Awareness of evolving technologies, keeping up with industry standards and best practises.

Qualifications.

- Essential - Educated to degree level or equivalent
- Essential – 7 Years' experience in delivering complex technical programmes
- Desirable – Professional Programme management qualification or equivalent

Desirable Experience & Competencies.

- Previous experience working on distribution and delivery programmes within the media and broadcasting industry.
- Previous experience in delivering evolving catch-up/Video On Demand programmes/projects.
- Previous experience using MS SharePoint.
- Awareness of product/release management and delivery.
- Awareness of satellite distribution and delivery.
- Advanced skills in MS Office software such as Visio & Project (or similar applications).
- Technical confidence and ability to judge relative merits of varying solutions.
- Experience in translating technical information into more meaningful insight which can be understood by all stakeholders (technical and non-technical).

Please note, the responsibilities associated with this position may be modified as the role evolves.