

JOB DESCRIPTION

Test Lab Manager, Bedford Test Lab

CONTEXT

Everyone TV 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.

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

Freeview is the UK's digital terrestrial television (DTT) platform in the UK. Everyone TV 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.

Everyone TV, 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

Reporting into the Controller of Technical Partnerships, the Test Lab Manager has primary responsibility managing Everyone TV's Bedford Test Lab which hosts a team and equipment dedicated to the performance of conformance testing and quality assurance of Content Partner applications and Device Manufacturer Hardware and Operating Systems.

Whilst the lab has historically focussed on Freeview Play related testing, it will expand its remit to include onsite and remote testing of Freesat devices, and in due course will be physically expanded and refurbished to accommodate the increasing footprint of test devices, and the increased scope of applications resulting from future launches.

In this role you be responsible for the day-to-day management of the Lab office and will lead a team of up to 5 staff and contract testers, based in Bedford. Line management activities include the setting of team and individual objectives, and assistance in planning their professional development.

You will be expected to balance team leadership and management with developing the team's knowledge and expertise of Testing, Test Management, and Consumer Electronics devices, enabling them to both develop professionally and provide encouragement and challenge to their team as well as maintaining good relations with other external stakeholders including Content and Device partners.

RESPONSIBILITIES

- Managing, guiding and performing core Test Lab team activities, including:
 - o The execution of conformance testing of Everyone TV's Content Partner developed viewer-facing products
 - o The execution of conformance testing against Device Manufacturer implementations of Everyone TV Product and Technical standards
 - o Testing of Freesat G3 application conformance and interoperability
 - o Management and oversight of Content Partner application submissions to Device Manufacturers for testing and acceptance.
- Oversight and management of the expansion of the Bedford Lab's functional capabilities and physical footprint.
- Hosting of Everyone TV staff, Retailers, Content Partner or Device Manufacturer teams on site for technical discussions and showcasing of products.
- Asset Management, Storage, Setup and Tracking of the physical consumer devices in the test lab.
- Responsibility for the day-to-day management of the Lab office, including management of petty cash, training and regular assessment of staff for health and safety protocols, fire warden duties etc.

- Direct line management of on-site staff with a focus on staff development, wellbeing, and fostering a strong sense of belonging to the broader Everyone TV family.
- Documentation and continuous improvement of test processes.
- Collaboration with Technical Conformance, Engineering, Product and Programme Delivery on the creation and execution of test plans.
- Oversight of structured test script creation by the team based on business requirements, technical specifications and design documentation.
- Establishing and embedding effective processes for managing manual and automated testing procedures.
- Working with the Test Engineering team to explore the opportunities for the expansion of remote testing capabilities across Freesat and Freeview Play.
- Providing specific testing advice to Broadcasters, Content Providers and outsourced delivery partners who are developing and maintaining Connected TV applications.
- Providing feedback to manufacturer partners to help ensure that Connected TV and STB integration issues are diagnosed efficiently.
- Reviewing, triaging and responding to technical questions regarding team testing results.
- Developing relevant knowledge of connected TV client application technologies including HbbTV, HTML5, Android and other IP video technologies, and the associated testing methodologies and techniques employed by the QA industry for these platforms.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- At least 3 years' experience of Testing, including the production of creating test cases from functional and technical specifications and product requirements, and the execution of test scripts.
- At least 1 years' experience of leading and managing a team.
- Exposure to API testing tools, i.e., Postman, JMeter or BlazeMeter.
- Interest in client and IP video technologies, including: HTML5, JavaScript, CSS, MPEG4, HEVC, DASH or other adaptive streaming technologies, and DRM.
- Working knowledge of Digital Terrestrial and Digital Satellite broadcasting technologies and the functioning of digital receivers and associated services.
- Good people management skills, with a strong interest in people development and mentoring.
- The ability to liaise and communicate clearly with a variety of technical and non-technical partners.
- Strong interpersonal skills and the ability to build collaborative and productive working relationships with people across Everyone TV and external agencies/stakeholders where required.

- The ability to co-ordinate and integrate multiple responsibilities and activities.
- Ability to work to tight timescales and manage competing priorities.
- Passion for the success of the UK television and the long-term health of the Freeview and Freesat platforms and their viewers.

PERSONAL ATTRIBUTES

- Interest in Management and Leadership, valuing team and people development and understanding the importance of team spirit and culture in fostering a motivated and high performing team in an environment which is physically remote from the majority of the organisation.
- A good listener with the ability to engage with people with understanding and consideration.
- Embraces change and takes accountability and responsibility for solving issues.
- A collaborative and positive working style and proven experience of working with stakeholders and building strong working relationships.
- Thrives working in a demanding and dynamic company.
- Ambitious, committed, proactive and driven to deliver the best possible outcome.
- Resilient, able to deal with conflicting demands and ambiguity.
- 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 Everyone TV's Bedford Test Lab.

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