

JOB DESCRIPTION

Platform Experience Manager (Maternity Cover), Product and Operations - 9-Month Fixed Term Contract

CONTEXT

Everyone TV runs the UK's free-to-view TV platforms – Freeview, Freesat, and now Freely.

Freeview is the UK's largest TV platform, watched in over 15 million homes. Freeview Play, our live and on demand TV service, is used on five million devices. Freesat serves 1.0 million homes carrying over 170 channels and offering linear TV over satellite and on demand content over the internet.

We're also leading free TV's evolution for a streaming age through the creation of our new Freely service which launched on smart TVs in 2024, bringing aggregated live channels and free on-demand content to UK viewers over the internet for the first time.

Everyone TV is a joint venture which is owned and supported by the UK's leading public service broadcasters (PSBs) - BBC, ITV, Channel 4 and Channel 5. We are not-for-profit and funded directly by our Members, and revenues from a range of commercial activities.

Our mission is to champion free TV for all. We're passionate about bringing together great TV in one place, for free, for the nation. Working in partnership with the PSBs and many other industry players, we are 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 public service broadcasting at its heart – remains as strong and vibrant in the future as it has been to date.

THE WAY WE WORK

Ambitious – We aim high. We are determined and ambitious about our work, always delivering the very best for our viewers.

Collaborative – We achieve together. We create strong partnerships based on trust and respect.

Supportive – We grow together. We learn from each other, and we invest in people's wellbeing and development.

ABOUT THE ROLE

We want all our viewers to enjoy the very best TV experience. Making sure this happens is at the very heart of the Platform Experience Manager role. You'll report to

the Head of Platform Operations and sit in the Platform Operations team. We are responsible for the day-to-day operation of our TV platforms, websites and mobile apps. Together with the Viewer Operations team we form the Operations part of the wider Product and Operations department.

The Platform Experience Manager receives, collates and analyses customer feedback from all the touchpoints we have with them – including our own Viewer Operations team, social media and review websites, and feedback through our partner organisations. You will also review the research and reports produced by our Strategy and Product teams. You will then use this information to advocate for and champion our customers, both in the Viewer Centricity workstream and in written reports.

The Platform Experience Manager is also responsible for assessing any potential product safety cases relating to Everyone TV's devices. You will keep a record of all potential product safety cases and follow Everyone TV's Product Safety process when appropriate.

As we're a small team working in a broadcast-critical environment, the Platform Experience Manager retains a 'watching brief' over wider Platform Operations activities and can deputise for the Platform Operations Manager if required. The Platform Experience Manager also provides project management support to the Operations teams when requested by the Head of Platform Operations or Head of Viewer Operations.

RESPONSIBILITIES

- Gather insights into what viewers are telling us about our products and services, and produce a monthly sentiment report, for distribution to the whole company.
 - Insight will be provided by the Viewer Operations team (feedback via Advice Lines, webforms, social media and review sites), and the Research team (usage metrics).
 - Where other sources of insight are available (e.g. user 'town halls', user panels, surveys etc.) you will also make use of this information.
- Using the viewer insight you have gathered, feed into the Product roadmap process, advocating for and championing the features and fixes that viewers tell us they want. Meet regularly with relevant colleagues in the Product team to facilitate this.
- Ensure you are across the Product roadmap. Help to ensure that relevant teams (including Product, Platform Operations, Viewer Operations and Marketing) have visibility and are collaborating effectively on product and feature launches and updates.
- Work closely with the Platform Operations Manager, so that you understand each other's core activities and can cover for each other when required.
- Lead the Viewer Centricity workstream, ensuring that all relevant teams (including Product, Platform Operations, Viewer Operations and Marketing) are

considering viewer sentiment in their plans and are collaborating effectively to improve viewer sentiment.

- Maintain a diagrammatic view of the whole Viewer Experience, particularly for Freely.
- Have a general understanding of Everyone TV's Product Safety obligations.
- Become an expert on Everyone TV's Product Safety processes and implement them when a potential Product Safety case is raised.
- Manage projects on behalf of the Platform and Viewer Operations teams, as required. It is anticipated that approximately 20% of your working time will be spent on this.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- A solid understanding of Everyone TV as an organisation, our products and customer propositions, and what part we and they all play in the UK TV ecosystem.
- Demonstrable success working with customers and their feedback to produce high-quality insights, reports and presentations.
- Experience articulating the voice of the customer and advocating for them.
- Experience of working in cross-functional virtual teams, and able to build collaborative and productive working relationships with colleagues of all levels and professional disciplines.
- A working knowledge of the product development life cycle, the role of a Product Owner and the function and mechanics of the product backlog.
- A track record of successfully influencing to produce changes and deliver outcomes.
- An understanding of Everyone TV's devices business and the relevance of Product Safety legislation.
- Experience following established business processes and being responsible for their continuing improvement and development.
- Experience co-ordinating or managing successful business or technology change projects, including deliverable tracking, risk management and reporting.

PERSONAL ATTRIBUTES

- Strong communication skills and able to get message across clearly and confidently.
- Collaborative and has strong interpersonal skills – positive and confident and able to build strong working relationships with a wide range of stakeholders, of different seniority levels, both inside and outside of the company.
- Committed, proactive and driven to deliver.

- Sees the big picture and can find a way through ambiguity.
- Resilient and able to deal with setbacks.
- Shows initiative and flexibility, even when working under intense pressure.
- Adaptable and able to work in a demanding and dynamic small company.
- Well organised, responsive, with exceptional attention to detail.
- Shows initiative and flexibility, even when working under intense pressure.
- Supportive team player and helps 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 central London offices, at the South Bank.

We are a flexible working employer and the company currently works a hybrid pattern.