

## JOB DESCRIPTION

### Platform Operations Assistant, Product & Operations -12-Month Fixed Term Contract

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#### 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

As our Platform Operations Assistant, you will play an important part in making sure Freeview, Freesat, and Freely delight our viewers on a day-to-day basis.

We want our viewers to be able to discover and watch content they love – and that is where you come in. As part of the Platform Operations team, reporting to the Platform Operations Manager, you will collaborate closely with our colleagues in the Editorial, Marketing, Viewer Operations and Technology teams to make it all happen.

This job is offered as a 12-month contract, covering maternity leave, with an anticipated start in March 2026.

## RESPONSIBILITIES

- Content discovery and promotion – Uploading daily content recommendations to our own TV platforms (Freely, Freeview Play and Freesat) and those of our manufacturer partners, tracking and reporting on how promotional inventory is used.
- Partner relationships – Working with our channel and content providers (including the BBC, ITV, Channel 4, 5 and UKTV) to ensure we have all the information and assets we need to showcase their content and deliver a great experience to our viewers.
- Issue resolution – Monitoring our log of live platform issues and pursue stakeholders for information and resolution as required.
- Change support – Obtaining assets, documents and approvals to support channel launches, changes and closures.
- Communications – Telling our colleagues and stakeholders what the Platform Operations team is up to and how it might affect them.

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- This is an entry-level role for which a demonstrable passion for TV and British content is an absolute must.
- Understanding of the UK TV industry and appreciation of some of our challenges and opportunities.
- Experience of working in a team to launch or deliver a project, product or event (this could be an academic or extra-curricular activity).
- Ability to communicate effectively and maintain professional relationships.
- Proficient with Windows, Microsoft Office, SharePoint and other standard IT tools.
- We use some specialist and custom software to support our work. Whilst we don't expect you to have used these before, experience learning other job-specific tools would be desirable.

## PERSONAL ATTRIBUTES

- Professional and confident – in person, on the phone and in writing.

- Organised, responsive with high attention to detail.
- Collaborative with colleagues and stakeholders to meet shared goals, and autonomously to meet your own.
- Self-starter who can work independently as well as part of a team.
- Flexible approach to work with a focus on delivery to deadlines.
- Resilient, able to work under pressure and deal with conflicting demands.
- Aware of own development needs and relishes the opportunity to expand the breadth of their skills and knowledge.
- Embraces and promote a diverse working culture.

## 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.