

Job Title:	Media & Broadcast Support Team Manager
Division:	Media & Broadcast Services
Location:	London/Nottingham

KEY PURPOSE OF ROLE:

Reporting to the Head of Service Delivery M&E, the Media & Broadcast Support Team Manager will be responsible for maximising team productivity through monitoring, coaching and ensuring process adherence. They will provide timely responses to customer escalations, driving delivery of quality and productivity initiatives whilst maintaining the integrity of support processes and information, and representing the team in other support activities such as service transition, incident, problem and change management as required. They will be an ambassador for Jigsaw24 M&B Support and will identify and maintain key relationships with internal and external stakeholders.

KEY DUTIES & RESPONSIBILITIES:

- Effectively lead a team of engineers, conducting regular meetings and 121s for the management of performance levels, team coherence and morale.
- Ensure engineer Key Performance Indicators (KPIs) are monitored, consistently met or improved upon.
- Be visible within the customer base as a point of escalation for operational issues.
- Maximise team performance against contractual SLAs.
- Work with individuals to ensure reduction and effective management of case backlogs.
- Take ownership of customer satisfaction feedback and participate in root cause analysis.
- Ensure all team members have SMART objectives agreed upon and regularly reviewed.
- Drive team performance using both qualitative and quantitative measures.
- Deliver best practice technical/procedural advice to engineers.
- Respond to team-related issues and requests in conjunction with the relevant Service Delivery Manager or Account Manager.
- Ensure Incident updates are accurate and in line with defined procedures and productivity initiatives.
- Ensure the team is operationally ready for new services and technologies, including the delivery of training and familiarisation across the team.
- Ensure partner/vendor obligations are adhered to including management of team certifications.
- Ongoing management of the team SharePoint site and knowledgebase.
- Management and timely completion of CSIP actions.
- Ensure adherence to quality/security and ISO standards.
- Induct new team members into the business in line with Company Guidelines and provide support and guidance, ensuring that they are fully supported throughout probation and their ongoing employment.
- On occasions, being available for out of hours escalation.
- Provide feedback to the management team on all areas of performance within responsibilities.
- Demonstrate creativity and innovation, suggesting ways of improving customer satisfaction and generating additional business.

SKILLS AND QUALITIES:

- Ability to communicate effectively.
- Build and maintain positive, productive relationships whilst providing support and guidance.
- Use of customer soft skills; Empathise with users, display active listening skills, polite and friendly telephone manner.
- Articulate, methodical, numerate and literate.
- Able to capture and analyse data and produce meaningful reports.
- Business awareness; display a working understanding of the business environment and appreciation of commercial interests.
- In-depth incident management knowledge.
- ITIL V3 or V4 Foundation or a clear commitment to complete within six months of confirmation.
- Be punctual and tenacious; demonstrate perseverance and use of initiative.
- Take ownership for personal development and work to improve on existing skills.
- Be extremely customer-focused.

MANDATORY REQUIREMENTS OF THE JOB HOLDER:

- At least two years in a team leader or management position.
- Understanding of the Media and Broadcast industries and technologies.
- Knowledge of codecs and delivery specs for broadcast, cinema, web etc as well as LTO backup and archive technology.
- Work well under pressure, use good time management with the ability to multitask.
- Problem-solving ability and a creative flair.
- Implement and work in line with Company policies and procedures.
- Ensure professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times.
- Maintain an accurate diary, utilising communications equipment and remain as accessible as possible throughout the working day.
- Carry out additional responsibilities as requested by the Management team.

DESIRABLE SKILLS, QUALITIES AND CERTIFICATIONS:

- 3+ years with a Managed Service Provider, reseller/service integrator, post-production facility, production company or studio.
- Avid Certified Support Representative.
- Basic SharePoint development capabilities.

WHY WORK FOR JIGSAW24:

We're a passionate commercial organisation, so we're always on the lookout for hungry people who want to realise their potential. It's not just about filling existing vacancies – it's about what you can achieve. As a business, we never stand still. Neither do our staff. In fact, we encourage them to follow their own path and help us improve how we all work.

From our office decor to the flexible benefits we give our employees, we try to foster an inspiring, collaborative environment that makes everybody feel welcome. And as we continue to grow, we're determined to hold true to our values and make sure everyone stays on board.

We'll never put profit ahead of our responsibilities, and we'll always provide the same personalised service our customers love – no matter how big we grow. Ever since we started trading, our culture has been based on delivering great customer services and providing solutions based on technical excellence.

That said, we're open to change and new ideas. Reducing our impact on the environment and taking care of our staff will always be in our minds as we continue to develop and expand. It's why we're conservative with our economics, but liberal with our attitudes.

Our team mean everything to us, so we put them first. We respect each person as an individual to create an inclusive, supportive atmosphere that feels like a family. We celebrate the successes of our colleagues, both within the company and outside it, while sharing our knowledge to help others grow as people. And when something goes wrong, we work together as a team to put it right quickly.