



Job Description, Operations Manager

Context:

UK Radioplayer Ltd is a not-for-profit partnership formed by the BBC, Global Radio, GMG Radio, Absolute Radio, and RadioCentre. Its aim is to help grow radio listening on connected devices.

'Radioplayer v1' was launched on March 31st 2011, aimed at improving the user experience for radio on personal computers. This initial incarnation of Radioplayer has about 7 million unique users a month, and features live, on-demand, and podcast audio from more than 300 stations.

Following launch, we moved on to build 'syndication and discovery' features for Radioplayer v1 - a Facebook Radioplayer app, a Google Chrome extension, and an installable Adobe AIR app.

We're about to release a host of new features to improve Radioplayer v1, including better search, more reliable streaming, and more flexible ingest of podcast and on-demand content. We're also developing versions of the model for IPTVs, mobiles, tablets, and hybrid radio devices.

The role of Operations Manager is a new one, aimed at strengthening the small team running Radioplayer. As we launch new products and services across multiple platforms, it's crucial that we have the resources to manage those products properly, and maintain the quality of the user experience.

UK Radioplayer Ltd is a 'bare-bones' operation. We don't measure our success by our headcount, but by how big our impact is, relative to our size. The successful candidate should expect to work extremely hard across a huge range of disciplines.

Purpose of role:

- **To maintain the quality of all Radioplayer platforms/services**
- **To project-manage the rollout of new Radioplayer services**
- **To improve communication with Radioplayer stations**
- **To assist smaller stations in creating/improving their players**
- **To help build Radioplayer's social media/web presence**
- **To improve reporting to management and stakeholders**
- **To develop Radioplayer documentation/instructions**
- **To boost the leadership/management team**

Scope of role:

- **Day-to-day operational stewardship of all existing Radioplayer platforms. This includes...**
 - **Quality assurance through monitoring and testing**
 - **Feedback to stations and partners on improvements**
 - **Proactive intervention to refine the user experience**
 - **Close collaboration with our technology suppliers**
- **Co-ordination of new platform launches, including...**
 - **Project management and scoping**
 - **Pre-launch testing and acceptance process**
 - **Management of roll-out across Radioplayer network**
 - **Communication with stations to ensure high quality source data**
- **Communication with Radioplayer stations, aimed at...**
 - **Ensuring all stations are aware of new developments**
 - **Helping stations promote Radioplayer to their audience**
 - **Suggesting improvements to Radioplayer consoles and data**
 - **Helping smaller stations join or improve their 'players**
 - **Collating feedback about potential issues**

- **Documentation and dissemination, including...**
 - **Regular blogging on the Radioplayer site**
 - **Regular tweeting and other social media output**
 - **Bi-monthly management report for board meetings**
 - **Analysis and distribution of Radioplayer usage stats**
 - **Ensuring all Radioplayer documentation is up to date**
 - **Preparation of ad hoc reports and presentations**

- **Leadership and partnership working, in particular...**
 - **Deputising for the UK Radioplayer MD**
 - **Representing Radioplayer at industry events**
 - **Working hard, as part of a tiny but high-impact team**

Skills, experience, qualifications:

- **At least 5 years' professional experience in TV, Radio and/or New Media**
- **Educated to degree level or equivalent**
- **Understanding of key Radioplayer-related technologies...**
 - **Browser-based sites and services**
 - **Mobile platforms, inc iOS and Android**
 - **Emerging IPTV standards, inc YouView**
 - **XML metadata models**
 - **Audio streams and playlists**
- **Proven project-management experience**
- **Detailed, thorough approach to bug-fixing and quality assurance**
- **Pro-active and interventionist, able to take responsibility for completion**
- **Great communicator, able to write effective documentation**
- **Ability to work collaboratively, in partnership, across many disciplines**
- **Ability to 'self-train' from scratch extremely quickly**

How to apply:

Please send a CV and a covering letter to michael.hill@radioplayer.co.uk

Closing date for applications Friday 9th March.