

## JOB DESCRIPTION

### Testing & Partnerships Specialist, Technology – Bedford Test Lab

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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 18 million homes. Freeview Play, our live and on demand TV service, is used on five million devices. Freesat serves 1.5 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 has recently 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 however they connect - terrestrial, satellite or internet - 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

The Testing & Partnerships Specialist reports into the Controller of Technical Partnerships within Everyone TV's Technical Partnerships team. The role is required to bolster the technical support we provide to our partners on the testing of consumer

electronics devices.

The team is responsible for the testing and approval of television and set-top-box devices and the management of technical relationships with manufacturers, operating system providers and broadcasters. We look after the Freely, Freeview Play and Freesat connected TV services.

The Testing and Partnerships Specialist will be primarily based at Everyone TV's Test Lab in Bedford and will split their time between managing partner relationships, testing devices or applications, fault finding and root cause analysis, and supporting the development of junior team members.

A key responsibility of this role will be the testing of the new Freely service which launched in May 2024 as well as applications such as iPlayer and ITVX. The role holder will be in close liaison with technical teams from TV manufacturers and the primary UK broadcasters, BBC, ITV, Channel 4 and Channel 5.

This work is a central part of building a TV platform that is the best in the world!

## **RESPONSIBILITIES**

- Lead the testing, approval and fault finding of HbbTV based VOD applications and HbbTV Operator Applications.
- Lead the testing and approval of TV devices for Freely, Freeview Play and Freesat platforms.
- Development and improving Everyone TV's test procedures to ensure efficiency of operation.
- Diagnose complex issues with the interplay between Everyone TV, TV manufacturer and broadcaster systems.
- Manage key stakeholder and technical relationships with TV manufacturers, operating system vendors and/or broadcasters.
- Support the development of technical skills in other team members.
- Improving our processes and guidance to and working with other departments.
- Providing subject matter expertise to other teams to ensure colleagues have a clear and accurate understanding of the systems and services we operate.

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

- Proven experience of testing software or consumer devices.
- A subject matter expert in HbbTV systems and testing.
- Extensive experience of managing stakeholders and technical relationships with partners.

- Excellent IT skills including the use of specialist test tools to fault find and perform root cause analysis of TV devices.
- Experience of Linux (/Unix/OSX) configuration.
- Detailed knowledge of TV technologies, including IP video playback.
- Experience of coaching and developing other team members.
- Excellent planning and organisational skills.
- A clear and analytical approach to problem investigation and root cause analysis.
- Excellent attention to detail and an eye for improving processes.
- Experience debugging web-based applications and services is desirable.
- Experience of Jira, Confluence, TestRail and/or other testing and bug tracking systems is desirable.

## **PERSONAL ATTRIBUTES**

- Enthusiasm for technical problem investigation.
- Helpful, collaborative and considerate team member who always supports their colleagues.
- Effective listening skills, good verbal communication skills and a desire to work with and facilitate external suppliers and partners in a constructive way.
- Motivated to take responsibility and pride in work and team.
- A collaborative team player with a positive working style with the ability to build and maintain working relationships across online and in-person hybrid working.
- Embraces and promotes a diverse working culture.
- Strong problem analysis and resolution skills, able to find practical solutions to resolve issues quickly and efficiently.
- Able to work with a wide range of people of different seniority levels, inside and outside the company.
- Embraces change and takes accountability and responsibility for solving issues.
- Resilient, able to deal with conflicting demands and ambiguity.
- Aware of own development needs and relishes the opportunity to expand the breadth of their skills and knowledge. Self-motivated to continue learning and improving.

## **LOCATION**

The role is based in Everyone TV's Bedford office with travel to our London office as required.

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