

Job Description

Head of Managed Services

SBS Technology



Reports to: Chief Technology Officer

Direct reports to this position: Manager Technical Operations, Transmission Operations Analyst

Total team size: 6

SBS Values, Vision and Purpose

The Head of Managed Services is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – SBS Technology

SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

Role Purpose

As a senior leader in the Technology division, the Head of Managed Services owns and executes the SBS Managed Services strategy aligned to Technology and broader business priorities. The role is integral to maintaining high levels of performance and service continuity across complex broadcast infrastructure and is accountable for the performance and continuity of the management broadcast services that support SBS's on-air, audio and online services.

It focuses on ensuring technical resilience, operational efficiency, and process compliance while fostering strong, collaborative relationships with internal stakeholders and external vendors to uphold rigorous service standards across SBS's television, radio, and digital platforms.

The role leads a multidisciplinary team of subject matter experts, with end-to-end responsibility for ensuring contractual obligations and key performance indicators (KPIs) between SBS and its key broadcast outsource partners. This position ensures the reliable, 24/7 playout and national transmission of SBS's television and radio services through oversight of large-scale managed-service contracts.

This role also sits in the SBS Technology Senior Leadership Team, contributing and advising on broader SBS Technology strategy and priorities beyond managed services.

Main responsibilities

- Deliver the overall key performance indicators and adherence to service level agreements in accordance with contractual requirements, ensuring playout operations and national transmission and distribution meet the highest standards of excellence.
- Build and maintain strong partnerships with external service providers to uphold accountability and ensure service delivery aligns with contractual commitments and SBS's strategic objectives.
- Lead the management and escalation of significant broadcast service incidents, ensuring timely stakeholder communication, effective vendor response, robust root-cause analysis and completion of corrective and preventative actions.
- Cultivate effective collaboration across internal SBS departments to promote accountability and ensure operational outputs meet contractual requirements and align with SBS's corporate vision.
- Lead and support a team of subject matter experts and promote open, effective communication with colleagues and stakeholders,

Special Broadcasting Service

14 Herbert Street, Artarmon NSW 2064 Australia sbs.com.au

Tel: +61 2 9430 2828

Job Description



- Oversee and ensure multiple vendor governance forums, conduct regular review of operational procedures and ensure that all documentation internally and externally reflects up-to-date policies, procedures and operational requirements.
- Own the quality, accuracy and timeliness of managed services performance, risk and operational reporting for the Technology Senior Leadership, Executive and Board, including service performance, significant incidents, trends and remediation.
- Drive continuous improvement by championing innovative workflows, technologies and evolving work practices, with a focus on achieving operational efficiencies and enhanced service delivery.
- Contribute meaningfully to shaping the strategic direction within Technology, supporting long-term wider SBS strategic goals.
- Lead the commercial and operational lifecycle of major managed-service arrangements, including sourcing strategy, procurement, negotiation, mobilisation, transition, performance management, renewal and exit planning.
- Foster an inclusive, high-performing culture and coach team members to perform at their best and build their capabilities while meeting SBS's strategic objectives.
- Manage budgets, forecasts, commercial commitments and supplier value, identifying opportunities to improve efficiency without compromising resilience or service quality.
- Play a critical role in shaping the SBS Technology business continuity planning, including critical incident response, stakeholder communication and recovery activities.

Role Requirements

- Demonstrated senior leadership in a high-consequence, 24x7 audience-facing or mission-critical service environment.
- Extensive experience managing complex outsourced or managed-service arrangements, specifically involving broadcast, media, telecommunications or similar critical infrastructure
- Demonstrated ability to lead large-scale project and change programs as required
- Proven ability to lead major operational incidents and communicate clearly with executives, business stakeholders and external suppliers under pressure.
- Demonstrated expertise in building strong rapport with vendors across contract lifecycle management, commercial negotiation, supplier governance and dispute resolution.
- Demonstrated capability in overseeing large-scale, technically and operationally complex contracts (> \$100M) featuring multifaceted service level agreements and detailed governance and reporting structures.
- Expertise in Business Continuity planning in a mission-critical 24/7/365 always-on environment
- Demonstrated ability to interpret operational data, service metrics and risk information and translate them into clear executive and Board-level assurance
- Thorough working knowledge of broadcast and online workflows that enable 'always-on' content to be available to audiences

Key Relationships

- Media Sales
- Television and Online Content (including NITV and Sport)
- Streaming and Digital Platforms
- News and Current Affairs
- Audio and Language Content
- Technology
- Marketing and Audiences
- External vendor partners



Workplace Health & Safety

- Effectively promote and manage the work health and safety arrangements for the team as prescribed by the Health and Safety Management Arrangements.
 - Work Health and Safety Act 2011 (Cth)
 - Work Health and Safety Regulations 2011 (Cth)
 - Hazardous Manual Tasks Code of Practice
 - How to Manage Work Health and Safety Risks Code of Practice
- Ensure employees are:
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices
- Ensure the physical and psychological safety of the workplace under your control by:
 - ensuring regular workplace inspections are scheduled and conducted, involve the relevant HSR and recommendations made are actioned in a timely manner
 - ensuring compliance with the relevant standards and legislation in relation to purchase and provision of accommodation, furniture and equipment
 - identifying changes in the workplace/processes that may affect safety and ensuring that any associated risks are identified, assessed and controlled
 - verifying the effectiveness of control measures at appropriate intervals, including monitoring compliance with safe operating procedures, site induction requirements and Permits to Work; and
- Ensure all WH&S reporting is accurately completed and submitted within specified timeframes and any follow up actions are completed
- Support/implement early intervention strategies and return to work programs.

Core Capabilities

Capability	Behaviour
Coaching Level: Organisation <i>Includes behaviours at previous levels in the <u>SBS Core Capabilities</u>.</i>	• Creates links between coaching objectives and organisational strategies • Sets benchmark standards related to coaching practices • Role models above benchmark coaching values and behaviours • Gains organisational commitment to support a coaching culture • Encourages a high-performing coaching culture
Collaboration Level: Organisation <i>Includes behaviours at previous levels in the <u>SBS Core Capabilities</u>.</i>	• Encourages collaboration (sharing of responsibility & information) across all levels of SBS • Promotes a climate of respect, helpfulness and co-operation across all levels of SBS • Encourages high-level stakeholders to work towards common business goals (i.e., across functions) • Sets the example for qualities such as respect, helpfulness and co-operation across the entire organisation

Head of Managed Services

Job Description



Capability	Behaviour
Customer Focus Level: Organisation <i>Includes behaviours at previous levels in the <u>SBS Core Capabilities</u>.</i>	• Develops appropriate customer/client service strategies for SBS • Considers the impact of national/global trends in customer relationship management on SBS • Initiates the implementation of relevant customer/client service strategies • Ensures that principles of service are fostered throughout SBS
Innovation Level: Organisation <i>Includes behaviours at previous levels in the <u>SBS Core Capabilities</u>.</i>	• Scans the environment for strategic opportunities to benefit SBS • Generates new ideas and innovative opportunities which move SBS forward • Is always thinking of the future positioning of SBS • Sponsors the development of creative business strategies • Promotes a culture that nurtures, recognises and rewards creativity & innovation
Organisation Awareness Level: Organisation <i>Includes behaviours at previous levels in the <u>SBS Core Capabilities</u>.</i>	• Anticipates the impact of social, political & financial dynamics on SBS • Understands those social, political and financial dynamics that impact national/international markets & is up to date with competitors • Uses information regarding how functions work together to benefit the business • Promotes business sense & caution in the assessment of potential risks • Develops strong cost control measures • Uses financial reports when making organisational decisions
Results Focus Level: Organisation <i>Includes behaviours at previous levels in the <u>SBS Core Capabilities</u>.</i>	• Strives to improve organisation and market performance • Ensures strategic initiatives are completed within designated timeframes • Fosters a culture that sustains excellence • Confronts obstacles in order to minimise their impact on organisational performance • Promotes the importance of meeting financial objectives across the business