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Technical and Content Operations Department Coordinator

Welsh language skills are essential for this role

Why join S4C?

At S4C, we are passionate about creating a positive, energetic and inclusive working environment that reflects our core values:

At your best, Proud of S4C, Celebrate all, Go for it.

This is an exciting time to join S4C and contribute to a future that inspires, entertains and reflects all of Wales, as we implement our new strategy, ***S4C - More Than a TV Channel***, while expanding the reach of our content and developing as a Digital First service.

Job Overview

As Technical and Content Operations Department Coordinator you will play a key role in supporting the work of the Technical and Content Operations department across all work elements of the departments. In addition, this role will be expected to work closely with S4C's Office Manager and Corporate Department Assistant by being the point of contact for S4C's office operations in Central Square, Cardiff.

The role provides comprehensive administrative, organisational and operational support across the Technical and Content Operations departments and with matters relating to the Cardiff office. This position is responsible for ensuring that departmental activities are coordinated effectively, maintaining accurate records and systems, monitoring deadlines and achievements, and facilitating communication between internal teams and external stakeholders.

The position plays an important role in supporting the smooth running of the broadcaster's operations, helping to ensure that technical services are effectively coordinated and that office and departmental processes operate efficiently. The role requires a proactive, organised and flexible individual who can manage competing priorities and contribute to continuous improvement across the organisation by supporting the Heads of the above departments.

You will also be an important point of contact for relevant stakeholders from the sector, who are involved in this role. You will work within the Content Operations department, and contribute to organising events and meetings, maintaining relevant documentation and procedures, and assist the relevant departments in creating and maintaining effective processes and systems across the commissioning, production, communication and publication workflows of content on all platforms.

You will report to Head of Content Operations, within the Content Operations team.

What will you do?

As Technical and Content Operations Department Coordinator your duties will include:

- Contributing to the planning and delivery of projects across several areas, to include support with workflow systems, specific productions and individual projects relating to the efficiency and success of the business.
- Providing administrative and operational support to the Technical and Content Operations Departments, helping to achieve the departments' priorities and objectives.

Working closely with S4C's Office Manager and Corporate Department Assistant when necessary.

- Provide administrative support to the Chief Technology Officer, including organising meetings and preparing papers and presentations.
- Maintaining departmental schedules and work plans and helping to coordinate and administer technology projects. This will include organising meetings, keeping documentation and records of actions, and monitoring and reporting progress against agreed milestones and deadlines.
- Keeping accurate and up-to-date records of technical equipment and assets (e.g. broadcasting equipment), suppliers, contracts, software and licences, supporting their management and monitoring renewal dates and notice periods.
- For the departments noted above, assisting with purchasing processes, including raising purchase orders, processing invoices and monitoring expenditure in conjunction with the Finance Department.
- Collaborating with S4C's Office Manager and Corporate Department Assistant to coordinate requests for office equipment, Information Technology equipment and projects, repairs, maintenance schedules and replacement arrangements.
- Maintaining records of the organisation's technical issues, service requests, equipment failures and solutions, escalating significant issues to the appropriate manager.
- Supporting risk management, health and safety, compliance and audit requirements relevant to the departments identified above.
- Helping to communicate technical updates, planned maintenance, service interventions and operational changes to relevant colleagues.
- Coordinating administrative activities related to content delivery and assisting with the monitoring of workflows.
- Coordinating and organising Start-Up meetings between the relevant production companies and internal teams and tracking the progress of agreed workflows.
- Assisting with the monitoring of workflow issues, identifying delays and increased risks that could affect broadcasting or digital publishing deadlines.
- Supporting the preparation of operational reports, management information and performance data relating to content delivery.
- Contributing to the review and improvement of content operations processes, systems and procedures.
- Overseeing the day-to-day running of S4C's Cardiff office, ensuring an efficient, organised and professional working environment.
- Acting as a central point of contact for general office enquiries, internal requests and administrative support alongside the Office Manager and BBC Contact.
- Organising travel, accommodation and logistical arrangements for staff and visitors (associated with S4C Cardiff office).
- Keeping the departments' administrative records, filing systems, databases, and documentation accurate and up-to-date, and assist in the preparation of regular reports on the departments' work and progress.
- Supporting the development and implementation of office work procedures, policies and practices.
- Supporting the Office Manager and S4C's Corporate Department Assistant with health and safety arrangements at S4C's Cardiff office, including office audits, incident reporting and maintaining relevant records.
- Assisting the People and Culture department with practical arrangements for new staff, temporary staff and visitors to the Cardiff office.
- Assisting and being a point of contact for departments with practical arrangements relating to stakeholders and visitors to the Cardiff office.
- Assisting the Head of Content Operations in being an important link between relevant stakeholders (related to the job) from the production sector and S4C by coordinating content initiation meetings, updating databases across the broadcast elements of the business, and collaborating across individual projects as required.
- The ability to organise, prepare for and prepare notes after relevant meetings.

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- Attending the BBC's weekly internal communications meetings and updating relevant individuals within S4C accordingly.
- Assisting other departments when required, e.g. during holidays or illness or due to workload at times.
- Supporting the organisation of internal events, team days, and external meetings where necessary.
- Representing the Cardiff office on the Health and Safety committee.
- You are expected to undertake any other reasonable work or responsibilities that arise from time to time or as required in the areas related to the work.

You will succeed in this role if you:

- Enjoy organising and prioritising, can solve problems and can manage several responsibilities within competitive deadlines and changing operational requirements.
- Possess strong written and oral communication skills, with the ability to communicate confidently across departments and with external stakeholders.
- Can accomplish administration and accuracy, with excellent attention to detail and the ability to maintain reliable records and documentation.
- Can bring people, knowledge, resources and time constraints together to support effective delivery.
- Have a strong understanding of computer systems, including the Microsoft package, databases and digital workflow systems.
- Have the willingness to work flexibly across different functions within a busy broadcasting environment.
- Work towards continuous improvement and proactively identify more efficient ways of working.

In your first 3 months in role you will be expected to:

- Familiarise yourself with systems and effectively maintain departmental workflows.
- Provide prompt and efficient administrative support to the Technical and Content Operations departments.
- Review departmental processes, systems, and procedures.
- Oversee the day-to-day running of the office effectively, ensuring an efficient, organised and professional working environment. Collaborate regularly with S4C's Office Manager and Corporate Department Assistant when necessary.
- Maintain accurate administrative records, orderly filing systems, databases, and appropriate departmental documentation.
- Assist the Head of Content Operations in being an important link between relevant stakeholders (related to the job) from the production sector and S4C by coordinating content initiation meetings, updating databases across the broadcast elements of the business, and collaborating across individual projects as required.

You will also:

- Be aware of S4C's new strategy – More than a TV Channel, and ensure you take personal responsibility to follow all our policies and procedures as required, including working within Health and Safety guidelines, diversity and inclusion, data protection, financial guidelines, and so on.
- Contribute positively towards S4C's culture and the delivery of its strategy.
- Contribute to and support the use of the Welsh language in the workplace.
- Collaborate with your line manager and be proactive in managing and developing your own performance.
- Ensure you work in a positive, collaborative, cross-organisational manner that develops great services for our viewers across every platform and ensures a positive, energetic, and inclusive working environment that treats everyone with respect.

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What will you get?

- The opportunity to make a real difference in an organisation that values people.
- S4C is committed to the personal growth of its employees, offering comprehensive training and development opportunities to enhance skills and advance careers. This includes internal training, and continuing professional development programmes where appropriate.
- Access to unique opportunities in the creative and media sector, including attendance at events and programme previews, panel discussions, and internal updates.
- Employees have the unique opportunity to contribute to promoting and preserving the Welsh language and culture through their work.
- Group Personal Pension Scheme with a 10% contribution from S4C.
- 26 days of annual leave, increasing gradually up to 32 days after 9 years.

Person Specification

Attributes	Essential	Desirable
Welsh language	Able to speak and write in Welsh.	
Qualifications	3 A-levels (or equivalent) or equivalent experience.	
Experience	Previous experience of coordination/administrative work. Experience of administrative work and organisational skills in a busy workplace. Experience of coordinating events. Thorough knowledge and experience of the latest administrative systems. Experience of using digital/computer systems to organise, store and retrieve information. Experience of working with a wide range of stakeholders, delivering work within challenging deadlines and managing expectations in a professional and effective manner. Experience of working effectively in a fast-paced environment Experience of managing expenditure / working within Budgets.	Previous experience in a project coordination or administrative role and dealing with technical and research projects. Experience of working in production or the creative sector. Experience in organising public events.
Skills and Knowledge	High level of skills in Microsoft Office Word, Excel, PowerPoint, Outlook systems.	Be able to proofread business documents and reports. Be able to generate reports from core data.

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	Exceptional organisational, planning and administration skills. The ability to manage a variable workload, balancing scheduled tasks with requests for support from the team, which may have tight deadlines. The ability to work flexibly with a variety of teams, building strong day-to-day relationships with colleagues and external organisations. The ability to adapt quickly to a changing business landscape. Effective communication skills; written and oral The ability to carry out work accurately and precisely under pressure and in a timely manner. The ability to multi-task across tasks and projects. The ability to work individually but also as part of a team.	The ability to contribute to teamwork positively and with enthusiasm.
Personal Characteristics	An enthusiastic person who can collaborate effectively across teams in various settings and teams. The ability to communicate with staff at all levels clearly, accurately and effectively. Strong interpersonal skills. The ability to work unsupervised. The ability to work effectively under pressure. Demonstrate values and behaviour that align with S4C's values. Willingness to work flexibly. Self-motivated, with the desire and ability to adapt and learn new skills quickly.	

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Other details

Location:	S4C Cardiff Office (minimum 3 days in office)
Salary:	£28,259 per annum
Agreement:	Permanent
Working hours:	35¾ hours a week
Probationary Period:	All individuals appointed by S4C are required to complete a 3-month probationary period during which their performance, conduct and attendance will be reviewed. S4C reserves the right to terminate employment during the probationary period by giving one week's notice.
Holidays:	In addition to the statutory bank holiday, you will be entitled to 26 days of holiday. If you are employed part-time you will receive a pro rata portion of the leave.
Pension:	Salaried staff are entitled to joining a Group Personal Pension Scheme is subject to the terms of any scheme in existence as amended from time to time. If you are a member of the Group Personal Pension Scheme, S4C will contribute 10% of your basic salary to the Scheme. You are expected to contribute 5%.
Travel:	Occasional travel will be part of the job, usually within the United Kingdom.

Applications:

Applications should be sent by **9.00 on Monday 7 December 2026** directly to Pobl@s4c.cymru.

We do not accept CVs.

An application submitted in Welsh will not be treated less favourably than an application submitted in English.

Shortlisting Date: No later than the 10 December 2026
Interview Date: 16 December 2026, S4C Cardiff Office

Guaranteed Interview Scheme

We're committed to creating a more diverse and inclusive workforce. We offer a guaranteed interview to disabled applicants and/or applicants from Global Majority communities who meet the essential criteria for the role. If you self-identify as from a Global Majority background and/or as disabled, and meet the essential criteria for the role, you would be offered a guaranteed interview. You would be assessed against the same criteria during the interview and selection process, and appointments are made based on merit. There's a specific box on the S4C application form if you want to tick that you self-identify.

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Using AI

If you choose to use AI or similar tools, make sure your responses are accurate, honest and reflect your own experience and words. During the interview, the use of AI or recording equipment is not permitted, unless agreed in advance on accessibility grounds. Any evidence of unauthorised use may result in the withdrawal of your application.

Equal Opportunity and Diversity

S4C does not allow discrimination on the grounds of sex, race, colour, disability, ethnic or socio-economic background, age, family circumstances, marital status or civil partnership, full-time or part-time employees, religion, political opinion, sexual orientation, gender reassignment, pregnancy and maternity, use of language (except where the ability to communicate in Welsh is essential to the job) or other irrelevant discrimination and is committed to working with diversity in a positive way. S4C welcomes and encourages applications from under-represented groups of people, including black and minority ethnic groups and people with disabilities. The principles of fair and open competition will apply and will be determined on the basis of merit.

Welsh language skills

Welsh language skills are essential for this role. We are proud to be a Welsh broadcaster and we expect all team members to appreciate and respect the language and culture. We support and encourage learning Welsh in the workplace, and we are looking for someone who is open to developing their understanding and appreciation of the language as part of their journey with us. An application submitted in Welsh will not be treated less favourably than an application submitted in English.