

Head of Technical Services

Why join S4C?

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

Be Your Best, Proud of S4C, Celebrate Everyone, Go For It.

As our Head of Technical Services, you will lead on our broadcast and IT services and make a key contribution to developing and delivering our technology strategy for broadcast and corporate services to support our mission and future growth. You will work with our technical teams and partners to drive innovation and transformation and ensure a robust and secure technology infrastructure and align technical solutions with business goals. This will include managing key broadcast and technology partnerships and helping us harness technology to serve the organisation and our audiences in new and engaging ways.

Welsh Language Commitment

Welsh language skills are not essential for this role, but they are desirable. We are proud to be a Welsh language broadcaster and expect all team members to value and respect the Welsh language and culture.

Key Responsibilities:

- Make a key contribution to developing and delivering the organisation's overall technology strategy, aligning with S4C's mission, values, and growth goals.
- Oversee the technical aspects of broadcast and streaming operations, including transmission and playout, infrastructure, and contribution and distribution networks, and provide day-to-day operational oversight of live streaming delivery.
- Manage incident response across all broadcast, technical and I.T. issues. Lead on technical and broadcast Disaster Recovery plans, as well as contributing to the wider Disaster Recovery policy across the wider business.
- Manage key relationships with our broadcast services partner and network and technology providers, to ensure we deliver high quality broadcast services. Lead on procurement processes and contractual negotiations for such services as required.
- Oversee S4C's IT and cyber security strategy and manage S4C's IT requirements in close collaboration with the BBC and other IT providers.
- In partnership with the BBC and working with S4C's Product Development Team (which is responsible for S4C's digital platform architecture), maintain alignment on technology architecture and infrastructure across broadcast and corporate domains.
- Support the implementation and day-to-day maintenance of broadcast and corporate technology, software and systems management, including AI tools, and keep up to date with industry developments and flag opportunities to improve workflows and adopt new technologies.
- Represent S4C on industry forums relating to broadcasting and technology matters.

- Communicate complex technical concepts clearly and accessibly to non-technical stakeholders, including ensuring S4C has clear policies and procedures in place on technical matters.
- Be part of the project team for the replacement of S4C's broadcast management system and contribute to the project from a technology perspective.
- Build strong relationships with internal teams and external partners including production companies and suppliers and manage contractual relationships with suppliers of outsourced technology services.
- Work closely with S4C's Chief Finance Officer and Chief Operating Officer to manage budgets, risk, procurement, and lifecycle planning for broadcast and corporate technical systems and capital investment projects.
- Ensure our technology systems secure S4C's compliance with all relevant broadcasting, digital, and data regulations (e.g. Ofcom, GDPR) working with Product Development where digital platform compliance is required.
- Work closely with colleagues across the business to understand needs and deliver effective technical solutions.
- Act as the primary coordination point for new suppliers and platform onboarding, working with the Product Development Team for technical design and delivery of digital services.

Skills & Experience:

- Proven experience in a technology leadership role, ideally within broadcast/media/digital environments.
- Strong knowledge of traditional broadcast technologies and digital platforms.
- Track record of delivering technology and transformation programmes.
- Deep understanding of cyber security, data privacy, and IT infrastructure.
- Excellent leadership and stakeholder engagement skills.
- Strategic thinker with a hands-on, collaborative approach.
- Ability to adapt to changing priorities and fast-paced environments.

You will also:

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

What will you get?

- The opportunity to make a real difference in an organization that values people.
- Working in a flexible environment within one of our offices in Wales – Carmarthen, Caernarfon or Cardiff.

- S4C is committed to the personal growth of its employees, offering comprehensive training and development opportunities to improve skills and promote careers. This includes in-house 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.
- Access to unique opportunities in the media sector including attendance at events and programme previews, panel discussions and internal updates.
- Employees have the unique opportunity to contribute to the promotion and preservation of the Welsh language and culture through their work.
- S4C offers a Group Personal Pension Scheme with 10% contributed by S4C.
- 26 days of leave gradually increasing to 32 days in 9 years.

For an informal chat about the role contact pobl@s4c.cymru.

Person Specification

Feature	Essential	Desirable
Qualifications	Degree or equivalent experience	Welsh language skills Project Management qualification e.g. Prince Agile or Scrum Certification AWS or Google Cloud Certification
Experience	<p>Strong leadership and technical expertise to manage and innovate our company's technology infrastructure.</p> <p>The experience to oversee technology planning, development, implementation and support, ensuring the efficient and effective use of technology in alignment with S4C's business goals.</p> <p>Experience in the development and maintenance of IT infrastructure, including cybersecurity, digital transformation initiatives and managing relationships with external vendors.</p> <p>Strong Project Management skills. Experience in running large project with multiple stakeholders.</p>	Experience in commercial negotiations with third party providers.

	<p>Experience in managing business change.</p> <p>In depth knowledge of Infosec security and preventative measures. Experience in providing, procuring or organising cyber security or Infosec training and updates.</p> <p>Experience in managing relationships with third party providers.</p> <p>Experience in using data and analytics to monitor and evaluate service agreements.</p> <p>Proven experience in onboarding to various technology platforms.</p>	
Skills and Knowledge		Familiarity with ISO 27001, NCSC guidelines (UK's National Cyber Security Centre) or equivalent.
Personal Characteristics	<p>Excellent leadership and stakeholder engagement skills.</p> <p>Problem-solver with a hands-on, collaborative approach.</p>	

Further Details

Location: Your usual place of work will be S4C, Central Square, Cardiff. There are S4C offices in Carmarthen, Cardiff and Caernarfon and we operate a hybrid working policy. You will be asked to attend the S4C offices in Caernarfon and Carmarthen from time to time.

Salary: £90,000 per annum

Contract: Permanent

Probation Period: 6 months

Working Hours: 35.75 hours per week. Due to the nature of the position, flexibility is expected, including working outside office hours, some weekends and bank holidays.

Holidays: In addition to the statutory bank holidays, you will be entitled to 26 days of paid holiday per year. (Please note that the annual leave will be pro rata if working part time).



Pension: Paid staff are entitled to join a Group Personal Pension Scheme subject to the terms of any existing scheme which is 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 will be expected to contribute 5%.

Applications

Applications should be sent by 9.00 on **Tuesday 5th May 2026** to Pobl@s4c.cymru or People and Culture Department, Canolfan S4C, Yr Egin, Carmarthen, SA31 3EQ.

Interview Date: To be confirmed

CV's will not be accepted.

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

AI Use

If you choose to use AI or similar tools, please ensure your responses are accurate, truthful and reflect your own experience and words. Applications that are not original or are AI-generated may be rejected.

During the interview, the use of AI or recording tools is not permitted unless agreed in advance for accessibility reasons. Any evidence of unauthorised use may result in your application being withdrawn.

Equal Opportunity and Diversity

S4C does not allow discrimination based on gender, race, colour, disability, ethnic background or social-economic background, age, family status, marital status or civil partnership, part-time or full-time employees, religion, politics, sexual orientation, gender reassignment, pregnancy and maternity, language use (except where the ability to communicate in Welsh is necessary for the post) or any other irrelevant difference, and it is committed to considering diversity in a positive way. S4C welcomes and encourages job applications from groups that may be under-represented, including females, black and minority ethnic people and people with disabilities. Open and fair competition principles are in operation and appointments are decided on merit.