

Head of Customer Fulfilment



As a leading provider of software and solutions to broadcasters worldwide, Pebble Beach Systems delivers the technology which controls the playout of over 600 TV channels in more than 50 countries. We are a young, expanding company based in Weybridge Surrey, and have offices in Dubai and Singapore.

Since the company was founded in 2000, we have established a strong reputation for technical innovation and exceptional customer service in the mission-critical space of broadcast playout. Customers include Fox News and Business channels USA, ZDF Germany, Globosat Brazil, OSN Dubai, TV4 Sweden, TV2 Denmark, ART Jordan and Phoenix TV Hong Kong.

We are looking for a Head of Customer Fulfilment to join our leadership team in Weybridge.

Looking for someone with:

- Previous experience of managing operations within a software environment
- Proven ability in leading, motivating and driving large teams
- Excellent interpersonal skills and the confidence to articulate clearly and to influence/ challenge key stakeholders within the business

Responsibilities & duties

- Establish efficient operational planning and delivery of customer fulfilment to deliver a reputable customer experience
- Review and improve processes with the aim of improving customer satisfaction whilst achieving value for money for PBS
- Contribute to the overall strategy and performance of PBS as part of the Leadership Team
- Provide accurate reporting of performance data and other management information to support and improve operational decision making, workload and workforce planning.
- Lead a global cross functional team of 20+ people consisting of development engineers, project/support engineers, PMs and support staff
- Lead the team through a transformation period
- Act as an escalation point and decision making authority for project, support and development issues

Essential criteria

-Hold a valid passport with the unrestricted right to live and work in the UK and travel internationally

In return we offer

-Excellent benefits and a fantastic working environment.

-Sports teams like Basketball, Football, Squash and many more.

-Quarterly company socials like go-karting, wine tasting, rock climbing, theme park days and more!

-Games nights, Hackathons and regular tech events.

www.pebble.tv

For more information contact sales@pebble.tv or visit www.pebble.tv

Pebble Beach Systems pursues an intensive research and development program. Products are continuously enhanced and improved by adding new benefits and features. Specifications subject to change without notice.

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