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| <b>Role Title:</b>   | Service Owner                                                         |
| <b>Department:</b>   | <b>Customer Fulfilment</b>                                            |
| <b>Line Manager:</b> | <b>Engineering Manager</b>                                            |
| <b>Employment:</b>   | Permanent, Full time (37.5 hours per week)                            |
| <b>Location:</b>     | Home Based (with travel to meetings or on customer sites as required) |

**Pebble Beach Systems Limited**, trading as Pebble, is a leading provider of software and solutions to broadcasters worldwide; we deliver the technology which controls the playout of nearly 2000 TV channels in more than 50 countries worldwide.

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 Encompass USA, ZDF Germany, Globo Brazil, MBC Dubai, Bloomberg UK, TV2 Denmark and Phoenix TV Hong Kong.

### The Role

The Service Owner is responsible for the day-to-day performance, effectiveness and continual improvement of the Customer Fulfilment service.

The role ensures that customer demand, incidents, escalations, priorities and service commitments are effectively managed and coordinated.

Working closely with the Engineering Manager, Programme Manager and engineering team, the Service Owner ensures service priorities are clear, operational risks are managed and customers receive a consistent, high-quality service.

The Service Owner is also accountable for accepting completed projects and agreed outstanding work into ongoing service, ensuring they are operationally ready to be supported.

### Key Responsibilities

#### Service Ownership and Performance

- Own the day-to-day operational performance of the service.
- Monitor performance against agreed SLAs, KPIs and operational targets.
- Identify service risks, trends, recurring issues and improvement opportunities.
- Drive improvements to service quality, customer experience and operational effectiveness.
- Ensure service priorities are clear and aligned with customer and business requirements.
- Work with the Engineering Manager to balance service demand against available engineering capacity.

#### Demand, Prioritisation and Escalations

- Own the prioritisation of service demand and operational activities.
- Maintain oversight of outstanding and ageing work, identifying where intervention or escalation is required.
- Coordinate the operational response to significant incidents, service issues and customer escalations.
- Ensure appropriate stakeholders are engaged, and customers receive clear and timely communication.
- Coordinate follow-the-sun handovers to ensure continuity of service.
- Manage the engineering on-call rota, ensuring appropriate coverage and skills are available to meet service requirements.
- Own the operational management of test and support environments, ensuring they remain available and fit for purpose.

### Project-to-Service Acceptance

- Own the operational acceptance of completed projects into ongoing service.
- Confirm that completed solutions are operationally ready to be supported.
- Assess the quality and readiness of any outstanding tickets before they are accepted into the service.
- Work with Project Managers and the Programme Manager to resolve gaps identified during handover.

### Service Improvement and Governance

- Own and drive continual improvement of service operations.
- Identify opportunities to improve processes, workflows and customer experience.
- Work with Engineers and the Principal Engineer to incorporate technical knowledge and lessons learned into service improvements.
- Maintain visibility of service performance, demand, risks and operational trends.
- Produce appropriate service reporting and management information.
- Escalate material service risks, capacity concerns and performance issues where required.

### Key Working Relationships

The Service Owner will work closely with:

- **Engineering Manager** — engineering capacity, operational performance and service delivery.
- **Principal Engineer and Engineers** — technical issues, escalations and service improvement.
- **Programme Manager and Project Managers** — capacity, dependencies and project-to-service handovers.
- **Solution Architects and other stakeholders** — technical risks, changes and service requirements.

### Key Skills and Experience

The successful candidate will ideally have:

- Experience in a Service Delivery, Service Management, Service Owner or similar operational leadership role.
- Experience working in a technical support, SaaS, software or technology environment.
- Strong understanding of SLAs, KPIs, incident management and service performance.
- Experience managing customer escalations and complex operational issues.
- Experience prioritising competing demands and coordinating multiple stakeholders.
- Strong organisational, analytical and problem-solving skills.
- Excellent communication and stakeholder management skills.
- A proactive approach to identifying problems and driving continual improvement.

### Desirable Experience

- Experience with Jira Service Management, Tempo or similar service management tools.
- Experience working within the Broadcast industry, particularly with Automation systems.
- Experience working within an ITIL-aligned environment.
- Experience supporting an international or follow-the-sun service model.
- Experience working closely with development, engineering and project delivery teams.
- Experience working in a growing or changing organisation.

## What Success Looks Like

Success in this role will mean:

- Clear and effective management of service priorities.
- Improved service performance and customer experience.
- Effective coordination of incidents and customer escalations.
- Better visibility and management of outstanding and ageing work.
- Controlled and consistent project-to-service handovers.
- Early identification of service risks and performance trends.
- Continuous improvement in how the service operates.
- A scalable and increasingly consistent service model.

## What we can offer you:

Pebble offers a range of benefits including a pension scheme, life assurance, health cash plan and Income Protection Insurance.

A friendly and supportive working environment with real opportunities to excel and make a difference.

**If this sounds like an opportunity you would like to explore further**, please apply now by sending your up-to-date CV and a covering letter (which highlights how your skills and experience match the requirements of the role) to Human Resources at [HR@pebble.tv](mailto:HR@pebble.tv)

Pebble adopts a formal equal opportunities policy. We aim to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.