**EXPERTISE**

Job description

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| Function: | Operations |
| Position:  | Trainee Audio Visual Technician  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Audio Visual Manager |
| Additional reporting line to: |  |
| Position location: | London |

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| 1. Purpose of the Job |
| To work alongside the AV Services Manager to prepare, load and set-up a range of audio visual, sound, staging, video and lighting equipment. This will include operating the in-house AV technologies to support business presentations and events.Perform daily room checks to ensure the audio visual equipment in the meeting rooms and executive offices are tested, clean and in correct working order.Ensure all services are delivered in a professional and efficient manner. |

Draft. Version: 27-03-2014

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| 2. Organisation Chart |
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| **3. Context and main issues** |
| * To ensure that all building users experience the highest level of service in a pleasant manner.
* Provide extremely high levels of customer service.
* To enforce and adhere to site rules and standards including Housekeeping, Security and Health & Safety to all floor occupants.
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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Perform daily room checks to ensure the audio visual equipment in the meeting rooms and executive offices are tested, clean and in correct working order at all times.
* Work hours 7.30 to 15.30
* Operation and setup of audio visual equipment as requested by AV Services Manager
* Delivery of corporate presentations and live events as requested by the AV Services Manger
* Briefing of clients in the correct operation of audio visual equipment required for their event.
* Communication of any defects and foreseeable problems to the AV Services Manager at the earliest opportunity
* Communication of any technology failures or issues experienced during corporate presentations to the AV Services Manager at the earliest opportunity
* Communication of any temporary solution to the AV Services Manager
* The de-rigging and storage of any mobile audio-visual equipment upon completion of events
* First line fault-finding on audio-visual equipment
* Ensure that spare equipment is maintained in a serviceable state.
* To be smartly presented at all times when on site
* Good time keeping
* Flexible working
* Admin duty’s. This includes liaising with 3rd party suppliers
* The ability to take on-board instructions and to follow them through competently
* Ability to handle feedback in a calm, structured and professional manner.
* Carrying out first line maintenance during non-presentation time.
* Presentation spaces and daily working area is kept clean, tidy and safe at all times
* Communicate effectively with all team members
* Ensure all business users are handled in a polite & courteous manner
* To listen to business user remarks and ensure that the correct actions are taken and followed up
* To show flexibility within the role and be prepared to assist when necessary
* To comply with all Health, Safety and Environmental procedures including COSHH, manual handling, risk assessments and fire regulations
* Report any non-conformances of the above in the appropriate and timely manner
* Ensure the legal & company requirements for fire, health, safety & hygiene are met and bring to the attention of your line manager any areas of training you feel you need or have missed
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| 5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Building occupants receive a quality experience
* All faults, issues and concerns are addressed and resolved in a timely and efficient manner
* Building occupants follow site rules
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |

* A high level of customer services in prestigious environments.
* Experience with focusing on individual customer requirements and care whilst meeting required service levels.
* Attention to detail
* A keen interest in AV & Network technology
* Some knowledge of IT Networking
* Some knowledge of AV terminations
* Trustworthy and enthusiastic
* A strong desire to learn
* A neat and organised approach with a pride in the finish
* A positive attitude in challenging situations
* Highly personable, able to form good relationships with co-workers, clients and external suppliers

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| 7. Training |
| * InfoComm - Certified Technology Specialist (CTS)
* Operation of onsite AV technologies and systems
* All other training as necessary to the role
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| 7. Package  |
| * Competitive (dependant on experience)
* 20 Days Holiday
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| 8. Contextual or Other Information |
| This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business. |