Job Description

Job title: Audio Visual Manager
Department: Conference
Reporting to: Conference and Events Operations Manager
Responsible For: Conference Operations Team
Location: Jesus College, Cambridge
Hours: 37.5 Hours per Week – 5 out of 7 days as per business needs
Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary range: £35,672 Jesus College Salary Scale Point 31

This job description is a guide to the work the post holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

JOB SUMMARY

The Audio Visual Technician is the first point of contact in terms of Audio-Visual equipment and their main objective is to create a warm, professional, friendly environment for all our guests and to operate, maintain, improve and promote our facilities.

GENERAL OBJECTIVES

To work with the Conference and Events Operations Manager to deliver a first-class experience for event organisers and delegates, as well as College members, staff and visitors. The College has a number of meeting rooms in which modern and exciting AV equipment is used, including several in West Court. The West Court auditorium features a large screen projector and a modern LED video wall. Both of these are connected back to the media control room.

KEY TASKS AND RESPONSIBILITIES:

- Provide a comprehensive and professional service to all customers.
- To act as the primary point of contact for all AV related queries within the College.
- To liaise closely with the Conference department on planning and implementation of events, ensuring that the appropriate information is made available to all parties, and all necessary support is in place.
- To support the Conference department in the promotion of facilities within the College, demonstrating equipment and venues to potential clients when required.
- To deploy and test portable equipment such as audio systems and projectors, as required for the effective operation of events.
- To be checking every week the College Chapel audio and visual equipment.
- To assist clients and all college stakeholders with the operation of technical equipment during events, meetings.
• To liaise with direct external contractors as and when required, for large or complicated events.
• To accurately and quickly diagnose faults and problems with equipment, and remedy where possible.
• To be present at the start of each event to go through set-up and equipment with clients.
• To work with external engineers, when necessary, to assist in the diagnosis and rectification of major faults.
• To be proactive in suggesting new methods, approaches and techniques to improve efficiency.
• To recommend upgrades and improvements to equipment and procedures in order to maintain the best possible service.
• To ensure a prompt, courteous and appropriate response to all customer requests for assistance and support.
• To line manage the Conference Operations Team (3 full time and 1 part time).
• To organise the checking, servicing and routine maintenance of the AV equipment.
• To be accountable for all AV equipment of the College.
• To train Conference Operation staff with basics equipment set ups.
• To work with the Conference and Events Operations Manager on Capital expenditure.
• To provide dedicated support when needed to events.
• To review our external supplier’s contract to make sure we have the best value for money.
• To help when needed with some duty management shift (meeting clients, showing clients to their meeting room, checking times and numbers, going through health and safety).

Safety and Security

• Working closely with the Porters Lodge to ensure that the safety and security of the building is maintained.
• Being aware of the buildings evacuation procedure and helping to manage any evacuation procedure.
• Monitoring CCTV cameras and reporting suspicious activity to the Duty Porters.
• Reporting any maintenance issues via the College fault reporting system.

Additional Information

• Hours of duty: 37.5 hours per week working a shift pattern which includes daytime, evening and weekend shifts (hours are normally between 7.00am and 9.00pm).
• Holidays: 25 days annually, plus statutory bank holidays or days in lieu if bank holidays are required to be worked. Few holiday days must be kept for our Christmas closure. All periods of leave must be approved in advance with the Conference and Events Operations Manager.

Benefits

• Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary.
• Membership of a healthcare cash plan.
• Use of the car park when on duty.
• Free daily staff lunch when in College.
• Access to a range of family friendly policies and welfare support services, including maternity coaching.
• Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events.
• Cycle to work scheme.
• Use of the College Gym, Tennis courts and Library.

Probation period

The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be 3 months’ notice on either side.

Equal Opportunities and Data Protection

The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity. The College encourages applications from all sections of society.

The College has a responsibility to ensure that all employees are eligible to live and work in the UK.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply

• Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies
• Completed forms along with a copy of your CV must arrive by Midday on Monday 16th October 2023. Please send completed forms to the HR Department at jobs@jesus.cam.ac.uk.