

Job Description

Job title:	Audio Visual and Production Assistant
Department:	Events
Location:	Murray Edwards College premises
Purpose of role:	Co-ordination of the audio visual offerings at the college and providing a high quality customer service for all events and meetings
Line manager:	Business Development Manager
Line manages:	N/A
Financial responsibility:	N/A
Salary Band:	6
Hours:	Full time - 37.5 hours per week
Working environment:	Office based, event space & meeting rooms
DBS check required?	No

Overview of Role

- To take responsibility of the College's audio-visual offering and to provide exceptional customer service to external commercial clients and internal teams, staff, students and Fellows. To provide full support to clients through the life cycle of their event, from proposal to post-event debrief, working alongside an AV production company where suitable. To have an understanding of, and be able to operate, all college Audio Visual Equipment and an interest in developing your knowledge of equipment available and Av solutions whilst advising clients on the best approach for their event.

Main Duties and Responsibilities:

- To work alongside the Business Development Manager to upgrade equipment where required. Deliver a high-end AV service to internal and external clients throughout the customer journey & event life cycle.
- Work closely with clients to understand the event objectives, desired outcome and deliverables of their event. Alongside the Events team advise on the best AV solutions to meet and exceed client expectations.
- Overseeing the production of events from an AV aspect. Working closely with the Business Development Manager, events team and AV production companies on the event design & how the AV can complement event concepts.
- Work closely with our preferred external AV suppliers, where support and equipment is needed for larger scale events.
- Ensure that client requirements are fully understood to enable faultless delivery, often on a tight timeframe and under high pressure.
- Work closely with the event team and suppliers when problem solving and seeking solutions.
- To be present and on-hand on event days, ensuring set up is complete prior to client arrival and that everything is in line with the clients' expectations. Ensure that the client is comfortable with all the equipment they are using directly.



- Manage multiple events at once, working very closely with the House Porters for support, to ensure all events are delivered on time.
- Assist with site visits, answering AV questions and giving demonstrations.
- When an on-the-day dedicated AV assistant is not required for an event, to still be immediately available and onsite during working hours if there is a problem with any equipment.
- Assist with the selection of third-party suppliers and build productive & strong relationships with them.
- Responsible for the ordering, usage, security and return of all hired AV equipment.

Event Coordination and Administration Responsibilities

- Accurately record event details on the booking system and relay key information to other departments, suppliers and clients, to enable successful event delivery.
- When not delivering AV services, provide event support to clients i.e. helping delegates log on to Wi-Fi, using College photocopying facilities, liaising between the event owners and internal departments etc.
- Work closely with the events team in ensuring that the events team receive quotes and proposals within a timely manner, in line with KPIs.
- Support the Business Development Manager in keeping all quotes and collateral up to date and in line with industry standards & expectations.
- Produce quotes for clients in a timely manner, in line with the event department KPIs.
- Responsible for all AV documentation shared with other teams (such as “How To Guides”) ensuring that these are always up to date.

Other

- Actively attend department meetings and other College meetings, as appropriate, and work effectively with stakeholders.
- Attend training provided to develop AV skills and understanding of what works for a varied range of events.
- Be a key link between the House Porters and events teams, helping to build a successful, cooperative relationship and strong rapport.
- Demonstrate excellent, proactive Customer Service skills at all times with colleagues and clients.
- Supporting the House Porters and Events teams as required, which may include and is not limited to:
 - Set up of equipment (beyond AV) for events where needed.
 - Maintaining the AV asset register along with monitoring the condition of equipment and reporting any issues.

Person Specification



	Essential	Desirable
Qualifications	Good general education and qualifications	IT or AV qualifications Media qualification
Skills, knowledge, experience	<ul style="list-style-type: none">• Passion for technology and event AV• Technical and practical knowledge of streaming, video conferencing and hybrid events.• High level of customer service experience• Able to set up audio visual equipment and services as required• High level of IT skills including connectivity of a variety of platforms. Windows and/or Mac operating systems, Adobe software or similar.• Able to take instruction quickly and act appropriately• Confident to make appropriate recommendations and suggestions	<ul style="list-style-type: none">• Customer service qualification or recent training• Video marketing skills or willingness to undertake training in this area.• Photography.• Creative lighting.• Solid experience of 1st and 2nd line technical support with a variety of Audio Visual equipment and IT equipment.
Personal attributes	<ul style="list-style-type: none">• Ability to work unsupervised and use own initiative to fulfil the job description• Self-motivated• Needs to be proactive & enthusiastic in their approach to all tasks and projects• Excellent organisational and time management skills• Remains calm and professional under pressure with a methodical, practical approach to problem solving• Able to effectively communicate with all clients and colleagues in a professional, clear manner• Empathetic and inclined to engage positively with clients• Maintains good working relationships• Able and willing to turn hand to other tasks as required• Able to carry/move/lift furniture and equipment on a daily basis for the purpose of setting up rooms	<ul style="list-style-type: none">• Team project management•