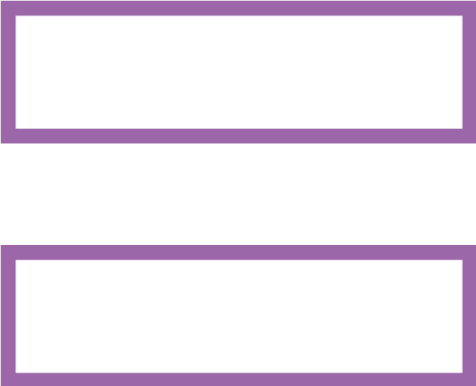


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**Creating a world of better opportunities**

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| **AV Solutions Manager** |
| IET London: Savoy Place |
| Permanent |
| £46,250 - £48,000 depending on experience + commission (Grade 9) |
| 42.5 Hours per week, 5 days out of 7. May include early and late finishes and weekends subject to the events booked into Savoy Place... Attendance at Trade Shows & Exhibitions for business development also required. |
| **Reports to:** AV Manager |

**Job description**

**Where the role fits**

IET Venues is part of the Operations Team, that is responsible for the operational delivery of all products and services. Centrally located in London, IET London: Savoy Place offers state-of-the-art AV facilities across 18 versatile event spaces including lecture theatres and a spectacular roof terrace. Rooms can be hired for meetings, conferences, training sessions, awards dinners, corporate receptions, exhibitions, fashion shows, product launches, AGMs and more.

The Venue also provides services to our Engineering and Technology membership base who use the Venue for meetings, networking and research, visiting our Faraday Centre and accessing our library and archive information services.

The Operations team are responsible for driving continuous improvement of processes, workflows, solutions and services, making use of advances in technology, whilst effectively managing outsourced services, to deliver efficient and effective continuous process improvements that minimises cost and risk to the IET as a whole​.

**Purpose of the role**

This role is responsible for selling AV packages and solutions to meet the needs of internal and external clients, while supporting the AV Manager in overseeing a team of nine AV Technicians with direct management responsibility for one Digital Content Technician. It involves providing expert advice on audio, visual, lighting, video conferencing, IPTV, hybrid events, filming, and streaming services across the venue's lecture theatres and meeting rooms. Responsibilities include client liaison, site visits, creating quotations, and offering guidance on equipment to ensure exceptional service. Managing AV stock, coordinating signage, and ensuring profitable AV operations are also key tasks.

With the role requiring close collaboration with the AV Manager, Meetings and Events Co-ordinators (M&E) and Business Development Manager, and other teams to promote AV services, meet client objectives, and drive sales, the role requires excellent communication skills with the ability to translate client requirements into event deliverables, ensuring seamless event delivery and maximising the profitability of AV services. The AV Solutions Manager will also support the AV team’s development through ongoing training and performance reviews.

**Our leadership charter**

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

* **Shares vision** – by setting a clear shared vision of success for the organisation
* **Sparks engagement** – by empowering, inspiring, and developing people
* **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
* **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

**Our five behaviours**

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They’re an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

* **Include everyone**
* **Do your very best**
* **Take full ownership**
* **Work well with others**
* **Openly communicate**

**Main duties and responsibilities** (not necessarily in priority order)

* Oversee and deliver AV sales, including packages and equipment, ensuring profitability and targets are met and that services meet client expectations at IET London: Savoy Place.
* Achieve or exceed sales budget for AV and Hybrid respectively.
* To meet face to face and communicate via phone, email and VC calls with potential and existing clients and agencies to persuade in selecting IET London: Savoy Place as their Venue.
* Collaborate with clients and M&E coordinator team to offer tailored AV solutions and upsell services.
* Liaise with clients and suppliers for physical branding and set-build requirements.
* To provide measurements of venue spaces, walls and lectern branding areas to external branding companies to allow them to produce proposals for clients physical branding and set build needs.
* To provide fully comprehensive AV quotes, including costs and detailed equipment information according to client and event requirements.
* Ensure AV quotes, packages and tariffs are competitive and accurately reflect client needs.
* Book additional AV equipment hires as required, ensuring all assets are accounted for.
* Ensure client Non-Disclosure Agreements are fully observed and enacted.
* Attend industry events to network, research, and introduce new AV technologies.
* Monitor competitor analysis and continuously improve service standards based on client feedback.
* Provide excellent customer service, resolving queries and ensuring timely invoicing for services.
* Manage Digital Signage Technician and support the management of the AV Technicians, ensuring team development and operational efficiency.
* Maintain AV equipment and ensure AV setups are fully functional for all events.
* Manage AV stock, asset control, and security, ensuring accurate documentation on the Venue management system (Rendezvous).
* Ensure all health and safety regulations are followed by both internal colleagues and external contractors, conducting risk assessments for AV setups.
* Prepare on site risk assessments for your team, clients and the general public related to AV set ups, De-rigs, PAT testing with Maintenance.
* Review, manage and control the IET AV contractors and Client AV Contractors involved in Audio Visual, Stage Production and their Risk Assessments, Method Statements and issue Permits to Work (PTW) and other arising projects. Review from East West Entrances – via lifts – public areas to the event space and liaise with the venue Operations Manager and Duty Managers.
* Act as fire warden and first aider, ensuring the security and safety of staff, contractors, and clients.
* Work collaboratively with the AV Team, Operations Manager and team, Venues and Meetings and Event Coordinators, Catering, Concierge, Building Services Manager, IT and Head of Venues
* Attend and actively contribute at weekly sheets & operations meetings and highlight AV for each event, notifying any challenges foreseen
* To assist the AV Manager and deputize in their absence, including:
  + - Attend and actively contribute to the fortnightly Senior Manager meeting and the Monthly Venues Managers Meeting – revenue forecast for quarter, large events, social media
    - Rota & Weeksheet Information
    - Recruitment interviews
    - Training
    - Performance reviews
    - Managing lieu time for the department
    - Wellbeing of the team
    - Completing administrative requirements e.g. raising purchase orders
* Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

* **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.
* **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives.
* **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
* **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
* **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

**Skills and experience required**

* Previous experience in an AV sales role within a live event venue, ideally catering to 500 delegates in tiered theatres and large event spaces.
* Proven ability to sell AV technologies and services for large-scale conferences and events, including hybrid setups.
* Strong customer service skills with the ability to engage confidently at various levels.
* Experience managing AV for live events, including audio, video, lighting, and staging.
* Operational knowledge of AV hardware and conference call/video systems (including Zoom, Teams, and Logitech Rally).
* Familiarity with video, filming, streaming technologies, including TriCaster and Analogue Way systems.
* Understanding of LAN networks, IT connectivity, VPN, and Wi-Fi setups.
* Knowledge of digital signage systems, IPTV, and room control systems including AMX/QSC
* Strong administration skills with the ability to handle multiple tasks and priorities.
* Excellent communication skills, both written and verbal, with fluency in English.
* Experience managing staff, coordinating teams, and working within a management team.
* Flexible approach to working hours, including evenings, weekends, and on-call duties.
* Understanding of Health and Safety regulations, risk assessments, and permits to work.
* Proficient in Microsoft Office applications, with a willingness to learn and use relevant support systems, including CRMs and databases.
* Excellent Excel Spreadsheet skills, Creation, Formulae, Formatting, and Editing
* Desirable: CTS certificates and experience with sales and booking systems like RendezVous or Kinetic.
* **A Disclosure Check will be required as part of the responsibilities of handling client data.**

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

* **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
* **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.
* **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
* **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
* **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
* **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
* **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

**Document control**

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| **Authorised by** | **Job Title** | **Date** |
| Sean Spencer | Head of Venues & Facilities | 09/ 2024 |
| Helen Thompson | HT Strategic People Partner | 09/ 2024 |

*This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.*

*It’s the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handing, as well as current Health and Safety policies.*