



The Institution of
Engineering and Technology



Creating a world of better opportunities

Job description

Audio Visual Apprentice

IET London: Savoy Place

Permanent

Grade 4

Full Time - 40 Hours per Week

Reports to: AV Manager

Where the role fits

This role is part of the Venues team, within the Operations Team, that is responsible for the operational delivery of exceptional IET event experiences.

The role of the Operations team is to define and deliver the operational strategy that enables the delivery of high-quality, cost-effective services, providing input into the product roadmap, with the Portfolio and Product Management team (PPM) and the Engagement and Growth team (E&G).

The Venues team are responsible for ensuring the smooth operation of facilities, maintaining high standards of service, and supporting seamless event delivery.

Purpose of the role

The Audio Visual Apprentice will support the delivery of high-quality audiovisual and production services across a range of events and activities. Working alongside our AV and Senior AV Technicians, the role will assist with the installation, operation and de-rigging of temporary AV setups, supporting the smooth delivery of live and hybrid events.

As part of the role, the Audio Visual Apprentice will also liaise with clients to understand event requirements and ensure equipment is prepared, maintained and stored safely and securely, contributing to the effective day-to-day operation of the AV service.

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)

- Support the day-to-day operation of audiovisual services under supervision, including assisting with the setup and operation of fixed and portable AV equipment, digital display screens, video conferencing systems, and production services, ensuring delivery in line with agreed procedures and service standards.
- Assist with the delivery of live events, including supporting the operation of portable mixing equipment, setting up wired and wireless microphones, and managing sound feeds to support effective event delivery.
- Undertake the Level 5 Audiovisual Technician apprenticeship programme, including attending all required training sessions and completing coursework, assessments, portfolio evidence, and learning logs in line with programme requirements.
- Conduct routine checks of AV-equipped meeting rooms and provide first-line AV support for client-facing meeting spaces, escalating issues where appropriate.
- Assist with identifying and troubleshooting basic technical issues with AV equipment, escalating faults to Senior Audio Visual Technicians where required and supporting timely resolution.
- Work collaboratively with internal teams, including IET.tv and IT, to support filming, streaming, network connectivity, and technical event requirements.
- Assist with the monitoring and management of AV equipment inventory, including participation in equipment stock checks.

- Provide a high standard of customer service to internal and external clients, responding to queries and escalating issues where appropriate.
- Follow all health and safety procedures and venue operational standards, reporting incidents, near misses or safety concerns in line with organisational processes.
- Undertake Fire Marshal responsibilities following completion of relevant training.
- 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 high-quality support services:** You'll be responsible for delivering a wide range of essential tasks and services that ensure the smooth day-to-day running of the IET.
- **Maintain accuracy and efficiency:** You'll prioritise accuracy and efficiency in all your tasks, adhering to established procedures and guidelines.
- **Offer exceptional customer service:** You'll be a positive and professional point of contact, providing excellent customer service to both internal and external clients whenever required.
- **Collaborate effectively:** You'll work collaboratively with colleagues across departments, fostering open communication and a supportive team environment.
- **Embrace continuous learning:** You'll demonstrate a commitment to lifelong learning and development, readily adapting to new processes and technologies to enhance your skills and contribute effectively to the IET.

Skills and experience required

- GCSEs (or equivalent) in Maths and English at Grade 4 or above, and NVQ/SVQ Level 3 (or equivalent) in any subject.
- Demonstrable interest in audiovisual technology and related areas, including IT connectivity, lighting and control systems, LAN networks, and AV software.
- Professional and calm approach with strong customer service skills and the ability to work effectively both independently and as part of a team.
- Good verbal and written communication skills in English.
- Proficiency in Microsoft Office applications.
- Flexibility to work varying hours as required, including early mornings, evenings, weekends and bank holidays.

Please note, due to the entry requirements of the Apprenticeship course, the successful candidate must be aged 18 years or over when the Apprenticeship course commences.

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

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, readily embracing new processes and technologies.
- **Teamwork and collaboration:** You'll be a strong team player with the ability to work effectively in a team environment, providing support to colleagues and contributing to achieving shared team goals as a One IET team.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with both internal and external clients.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration and teamwork, and contributing to a supportive team atmosphere.
- **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

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>[Insert Initials and Job Title of Authoriser]</i>	<i>[MM.YYYY]</i>
<i>Strategic People Partner</i>	<i>[Insert Initials and Job Title of Authoriser]</i>	<i>[MM.YYYY]</i>

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 handling, as well as current Health and Safety policies.