



Creating a world of better opportunities

Job description

Senior Audio Visual Technician

IET London: Savoy Place

Permanent

Grade 8

Full Time - 40 Hours per Week

Reports to: AV Manager

Where the role fits

This role is part of the AV team, within the Operations Team, that is responsible for the operational delivery of all products and services, across all customer groups and geographies.

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 AV Team oversees and manages the delivery of all AV services with our Venues to both internal and external stakeholders, ensuring seamless and high-quality delivery.

Purpose of the role

The Senior Audio Visual Technician oversees and completes daily AV operations, managing equipment, and ensuring high-quality event production. The role involves, assigning daily tasks to the AV technicians while overseeing their completion to ensure successful service delivery for our clients, setting up and operating AV, lighting, digital display screens, IPTV, stage, and production services while maintaining stock control, asset management, and security of AV resources. Working closely with IET.tv, the Senior Audio Visual Technician also supports filming and streaming, supervises third-party contractors and IET AV colleagues, and acts as a key point of contact for AV event planning. Additionally, the Senior Audio Visual Technician supports with AV bookings, coordinates staffing, attends meetings, and ensures accurate invoicing of AV services to maintain operational efficiency.

Beyond the technical focus of the role, the Senior Audio Visual Technician is responsible for maintaining high service standards, monitoring operational performance, and implementing improvements to enhance quality and efficiency. This includes providing training on technical fault resolution, overseeing third-party AV contractors, and ensuring compliance with health and safety regulations. The role also involves supporting recruitment, training, and documentation management to foster a high-performing AV team. As a Fire Marshal and First Aider, the Senior Audio Visual Technician plays a critical role in maintaining a safe and professional environment while staying up to date with industry developments to drive innovation in AV service delivery.

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 action daily AV operations at IET London: Savoy Place, ensuring the setup and operation of all AV, lighting, digital display screens, IPTV, stage, and production services meet agreed standards.
- Oversee and build semi-permanent structures for branding and set when required (BeMatrix frame)
- Oversee the performance, punctuality, and service quality of the AV technicians while serving as the on-the-floor team lead.
- Manage stock control, asset management, security, and maintenance of all AV equipment, including pool equipment, ensuring resources are effectively utilised.
- Work closely with IET.tv on filming, streaming, and interviews for internal and external clients, ensuring seamless AV support.
- Supervise third-party contractors, introducing them to operational spaces and providing necessary event documentation, such as running orders and content.
- Manage external AV hire, staffing allocation, rota updates, bookings for third-party contractors, informing the AV Manager of all hires and bookings.
- Act as the main AV event planning contact for clients and agents in the absence of the AV Solutions Manager or AV Manager, ensuring clear communication and coordination.
- Ensure accurate recording and invoicing of additional AV equipment charges via the IET sales team.
- Deliver outstanding customer service, collaborating with the AV Manager, AV Solutions Manager, and Head of Venues and Facilities to resolve issues promptly.
- Monitor service delivery and operational standards, implementing improvements to optimise quality and efficiency.
- Support business continuity by training AV teams and third-party contractors on handling technical failures, including projector, LCD, lighting, and cabling issues.
- Assist internal and external stakeholders with technical issues including video conferencing (VC) facilities and AV requirements, proactively addressing needs.
- Supervise external AV and stage build third-party contractors, ensuring they adhere to safety protocols.
- Oversee the performance of IET and third-party AV technicians, ensuring high service levels throughout events and reporting any issues as necessary.
- Keep abreast of industry practices and encourage professional development through CTS courses and other training opportunities.
- Assist with recruitment, training, and health and safety inductions for new IET and third-party AV technicians, ensuring compliance with procedures.
- Maintain and update essential AV documentation, including sales packs, user guides, training manuals, and guides, supporting operational efficiency.
- Collaborate with Operations and Sales teams to ensure accurate event and client information is submitted for timely invoicing.
- Manage and safeguard the lecture theatre banner system, ensuring proper access and maintenance.
- Implement and maintain AV Standard Operating Procedures (SOPs) for network fault resolution, ensuring all IET and third-party AV technicians are familiar with troubleshooting protocols.
- Ensure IET and third-party AV technicians comply with health and safety legislation, attend relevant meetings, adhere to risk assessments, and maintain a secure and professional environment, including clean and organised AV control rooms. Ensure all AV personnel, including the post-holder, wear the appropriate PPE provided as detailed in the completed risk assessment.
- Serve as a Fire Marshal and First Aider after one year, with a paid supplement for these responsibilities.
- 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

- Extensive experience managing AV, lighting, staging, and conference call/video requirements for large conferences and events, with experience of managing and coordinating a team.
- Skilled in operating tiered lecture theatres and large flat-floor events with multiple room setups simultaneously. Ability to operate to established AV and Venue operating procedures and methods.
- Proficient in a range of AV hardware, including video switchers (Analog Way/Roland), audio mixers (Yamaha/Allen and Heath), wireless microphones (Shure), DSPs (BSS/QSC/Q-SYS), and amplification systems.
- Strong operational knowledge of conference call/video equipment, codecs, and software (e.g. Teams, Zoom, Webex, Logitech).
- Experience with projection systems (e.g., Panasonic and Christie).
- An understanding of LAN networks, IT connectivity, wi-fi, VPN, and computer networking (TCP/IP, MAC).
- Operational knowledge of lighting design and control systems, including DMX and moving head lights.
- An understanding of video, filming, streaming, and hosting services, including platforms e.g., NewTek TriCaster, OBS & Vmix, Legion II.
- Experience with IPTV systems, digital signage (Mediastar), and room control systems (AMX, QSC).
- Proven ability to work independently under time pressure, delivering results within budget and timelines.
- Excellent customer service, communication, and team management skills, with flexibility for evening, weekend, and on-call work.
- Experience with understanding Health and Safety regulations, risk assessments, and permits to work within an AV context.

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

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>BW, AV Manager</i>	<i>07.2025</i>
<i>Strategic People Partner</i>	<i>HT, Strategic People Partner</i>	<i>07.2025</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.