



Creating a world of better opportunities

Job description

Audio Visual Technician

IET London: Savoy Place

Permanent

Grade 5

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

As part of the AV Team, the Audio Visual Technician is responsible for delivering seamless AV operations at IET London: Savoy Place, ensuring high-quality support for meetings, conferences, and live events.

Responsible for setting up, operating, and maintaining AV, lighting, video conferencing, and stage production services, the Audio Visual Technician works closely with clients, internal teams, and third-party contractors to provide exceptional technical and customer-focused solutions.

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)

- Complete daily floor operations, including the setup and operation of all fixed and mobile AV equipment, digital display screens, video conferencing, and production services at IET London: Savoy Place, ensuring all facilities and services meet agreed procedural standards.
- Provide AV support for both meeting rooms and live event spaces, ensuring seamless technical delivery.
- Conduct morning checks of AV-equipped meeting rooms to confirm operational readiness.
- Serve as first-line AV support for client-facing meeting rooms, assisting with laptop connectivity, Wi-Fi access, and screen connections.
- Move AV equipment between rooms and floors as required, ensuring efficient resource allocation.
- Support live events by operating the portable mixing unit, setting up wired and wireless microphones, and providing sound feeds for camera crews. Offer guidance and supervision to third-party AV contractors.
- Collaborate effectively with IET.tv and IET IT departments regarding filming, streaming, LAN configurations, and connectivity requirements.
- Assist in AV equipment stock management, ensuring accurate inventory tracking and availability.
- Deliver exceptional customer service to clients, resolving queries and service issues in collaboration with the AV Manager, AV Solutions Manager, and Senior Audio Visual Technician.
- Ensure IET and third-party AV technicians comply with health and safety legislation, attend relevant meetings, prepare risk assessments, and maintain a secure and professional environment, including clean and organised AV control rooms. Communicate any health and safety concerns or incidents to the AV Manager promptly.

- Identify and report any near misses or accidents to the AV Manager and Operations Manager to maintain a proactive approach to safety and risk management.
- Assist in the supervision of external AV and stage build third-party contractors, ensuring they adhere to safety protocols.
- 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.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **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.

Skills and experience required

- Proven experience in setting up and dismantling live events, including manual handling of AV equipment.
- Extensive expertise in AV and video conferencing equipment, including Panasonic projectors, digital mixing consoles, Analog Way switchers, Panasonic PTZ cameras, and video conferencing units.
- Strong understanding of IT connectivity, LAN networks, and current software applications.
- Knowledge of lighting design and control systems, including DMX and automated lighting setups.
- Strong communication skills, with fluency in spoken English.
- 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 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.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, 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>BW, AV Manager</i>	<i>03. 2025</i>
<i>Helen Thompson</i>	<i>HT, Strategic People Partner</i>	<i>03. 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.