

Job Title: AV Technician
Date: June 2025
Accountable to: AV Manager
Location: Albemarle Street and other locations as needed
Contract type: Permanent, Full-time (35 hours) flexible hours worked on a rota including evenings and weekends
Salary: £33,750 to £36,000 depending on experience

Job Purpose

To ensure a high quality, proactive and timely in-house AV support services to internal and external customers, ensuring excellent customer service and client experience of the Ri.

Main responsibilities of the role	
	<ul style="list-style-type: none"> Collaborate effectively with the Venue Hire Team, Programmes team and other teams across the organisation to deliver high quality events and ensure customers receive a proactive and consistent service.
	<ul style="list-style-type: none"> Provide first class technical support and facilitate all technical aspects of live events at the venue. Ability to run an event as the sole technical support and working as part of a larger team for more complex events.
	<ul style="list-style-type: none"> Conduct troubleshooting and basic repairs of hardware or configuration changes as issues arise.
	<ul style="list-style-type: none"> Ensure that all duties and activities are carried out in a courteous and constructive manner and that customer receive an excellent customer experience
	<ul style="list-style-type: none"> Assist the AV Manager in planning strategic improvements and implementing any changes as well as more regular service improvements and consumable stock management.
	<ul style="list-style-type: none"> Assisting with set-up and logistics for events e.g movement of stage furniture and equipment around the building.
	<ul style="list-style-type: none"> Stay up to date with equipment and best practice in the field of AV.
General responsibilities applicable to all staff	
	<ul style="list-style-type: none"> Understand and support the Ri strategy including the Ri vision, mission and aims Promote the Ri values and encourage team working and effective communication with colleagues. Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner Comply with Ri financial and other policies and practices as applicable including Health & Safety, Safeguarding and GDPR. Undertake other responsibilities as may be reasonably requested of your post.

Skills, experience and knowledge	
Essential (E) Desirable (D)	
<ul style="list-style-type: none"> Experience of running live events and conferences, including mixing sound with large numbers of radio mics, programming lighting and vision mixing video sources. 	E
<ul style="list-style-type: none"> Hands on knowledge of the procedures used in the installation, modification, maintenance and repair of AV hardware and software. 	E
<ul style="list-style-type: none"> Experience of media playback software such as PowerPoint, Slido, Qlab. 	E
<ul style="list-style-type: none"> Strong sense of customer service, and an ability to build co-operative relationships with end users and clients. 	E
<ul style="list-style-type: none"> Some working knowledge of IT systems: Including computer configuration and settings, network infrastructure and patching, Microsoft Teams, Salesforce, web-streaming technologies. 	D
<ul style="list-style-type: none"> CTS qualification 	D
Personal Attributes	
<ul style="list-style-type: none"> Excellent interpersonal skills with proven ability to work collaboratively. 	E
<ul style="list-style-type: none"> Able to find pragmatic solutions, seek improvements, and adapt to changing situations. 	E
<ul style="list-style-type: none"> Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail. 	E
<ul style="list-style-type: none"> Positive “can do” attitude and willingness to support others where needed. 	E
<ul style="list-style-type: none"> Ability to multi-task and work in a fast-paced environment. 	E
<ul style="list-style-type: none"> Working knowledge of Microsoft Office, with a willingness to learn and use new systems. 	E
<ul style="list-style-type: none"> Willingness to work regular evenings and weekends. 	E

Note:

This role may involve out of hours working, including early mornings, late evenings, and weekend working.

We welcome applicants seeking flexible working and will accommodate these where possible in line with business need.