

Job Title:	Senior AV Manager
Date:	May 2026
Accountable to:	Head of IT & AV
Accountable for:	AV Technician (x2) Senior AV Technician (Livestream Lead)
Location:	Albemarle Street and other locations as needed
Contract type:	Permanent, Full-time, 35 hours per week, flexible hours, including evenings and weekends as necessary.
Salary:	c£55k

Job Purpose

To lead and manage AV and Livestreaming services across the organisation to support internal and external customers, ensuring excellent customer service and client experience of the Ri. This is a combination of a strategic, management and hands-on technical role.

Main responsibilities of the role

- Manage, develop and mentor the AV Technicians and Senior AV Technician Livestream Lead, overseeing scheduling and delivery and providing day-to-day guidance and problem solving to ensure effective service delivery.
- Manage AV staffing (including freelance technicians) to ensure cover across in room event support and livestreaming, including evening and weekends.
- Oversee all Audio-Visual infrastructure at the Ri including maintenance, testing and servicing of all AV equipment.
- Collaborate effectively with key stakeholders across the Ri, including Venue Hire, IT, Programmes, Digital and Facilities to deliver high quality events and ensure continuous improvement.
- Manage the AV budget and develop the AV business plan to support the Ri strategy, helping to create value for Ri programmes and enhance commercial venue hire packages.
- Generate income through the competitive supply of AV services for events, identifying opportunities and creating competitive and compelling AV and livestreaming packages.
- Collaborate with the Venue Hire team to advise clients on AV & filming/livestream needs for events; establishing, advising and ensuring the delivery of AV requirements that meet customers' expectations
- Work with internal Programmes teams to ensure a high level of technical support for all events from conception to delivery.
- Plan and execute an extensive programme of filmed and livestreamed events, liaising with the digital team to ensure efficient delivery to our online channels.
- Develop business cases for strategic AV upgrades. Work with the fundraising team to develop funding bids. Plan and develop these incorporating them into the pipeline of AV works.
- Develop and adapt AV procedures which incorporate our CRM and ensure a consistent high level of service to all users.
- Work with stakeholders to streamline archiving of audio and video recordings of our programme of events.
- Support the Head of IT in the planning, delivery and improvement of IT services, deputising where appropriate.

General responsibilities applicable to all staff

- 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 as a people manager 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. Create connections with other organisations to deliver exciting events and boost the profile of Ri
- 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)

Significant experience leading a technical team in a busy multi-use events venue.	E
Hands on expert knowledge of all areas of audio visual including Lighting, Sound, Video and AV infrastructure. Experience configuring AV equipment - such as video switchers or streaming encoders.	E
Experience of customer service, and a proven ability to build co-operative relationships with end users and clients.	E
Excellent telephone manner and ability to communicate effectively with a range of customers	E
Working knowledge of IT systems: Including Office programs, CRM (preferably Salesforce), Hybrid technologies, Network Infrastructure and AV specific programs.	E
A solid understanding of IP networking, including how devices communicate across a network, how IP addressing and subnetting work.	E
Ability to work alongside the IT team to troubleshoot connectivity issues, ensuring AV traffic is prioritised appropriately, and keeping systems running smoothly across both wired and wireless infrastructure.	E
Strong experience of line management and developing people and services in a technical environment.	E
Understanding of how VLANs and network segmentation apply to AV systems	D
Experience of working on budgets, business cases and funding bids.	D
Experience of working in a Heritage building	D

Qualifications

Essential (E) Desirable (D)

Educated to A Level or equivalent standard in English and Maths or equivalent demonstrable experience	E
Professional qualification in AV at level 3 or equivalent experience	E
Avixa CTS	D

Personal Attributes

Excellent interpersonal skills with proven ability to work collaboratively.	E
Able to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
Positive "can do" attitude and willingness to support others where needed.	E
Ability to multi-task and work in a fast-paced environment.	E
Willingness to work evenings and weekends	E

Note:

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

Flexible working will be accommodated where possible in line with business need.