

Job Title:	Senior AV Technician (Livestream Lead)
Date	March 2026
Accountable to:	Senior AV Manager
Location:	Albemarle Street and other locations as needed
Contract type:	Permanent, Full-time, 35 hours per week, flexible hours worked on a rota including evenings and weekends
Salary:	c£40,000, depending on experience

Job Purpose

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

This is a mixed role combining operational delivery at events with ownership and management of the livestreaming and video services of the AV team.

Main responsibilities of the role

- Work with the Venue Hire team to advise clients on livestreaming and filming options for events: establishing, advising and ensuring the delivery of these requirements to meet customer expectations.
- Act as subject matter expert on livestreaming and filming for internal and external stakeholders/clients.
- Lead on training wider AV team and freelance staff on livestream equipment and processes.
- Work closely with the Ri Digital team to ensure our internal programme is livestreamed, recorded and archived to the correct formats and standards.
- Strategically plan the livestream programme with internal stakeholders.
- Support the Senior AV Manager in the planning, delivery and improvement of AV services, deputizing where appropriate.
- Collaborate effectively with teams across the Ri, in particular the Programmes and Venue Hire teams to deliver high quality events and ensure customers receive a proactive and consistent service.
- Provide first class technical support and facilitate all technical aspects of live events onsite either as the sole technical AV support or working as part of a larger team for more complex events.
- Conduct troubleshooting and basic repairs of hardware or configuration changes as issues arise.
- Ensure all AV support is carried out in a courteous and constructive manner and an excellent customer experience is delivered.
- Assist with set-up and logistics for events e.g. movement of stage furniture and equipment around the building.
- Stay up to date with equipment and best practice in the field of AV.

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 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
- Maintain awareness of your own and others' Health and Safety and comply with the Ri's Health and Safety policy.
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR
- Undertake other responsibilities as may be reasonably requested of your post.

Person Specification

Skills, experience and knowledge

Essential (E) Desirable (D)

• Experience of running live events and conferences, including mixing sound with multiple radio mics, programming lighting and vision mixing video sources.	E
• Significant experience of livestreaming and filming events	E
• Good knowledge of video editing tools	E
• Hands on knowledge of the procedures used in the installation, modification, maintenance and repair of IT/AV hardware and software	E
• Experience of media playback software such as PowerPoint, Slido, Qlab	E
• A strong sense of customer service, and an ability to build co-operati relationships with end users and clients	E
• Excellent telephone manner and ability to communicate effectively with a range of customers	E
• Some working knowledge of IT systems: including computer configuration and settings, Salesforce, web-streaming technologies, video and sound editing programs	E
• Experience creating and amending commercial packages for AV	D
• Experience of working in a Heritage building	D

Qualifications

• Professional qualification in AV at level 3 or equivalent experience	E
• CTS qualification	D

Personal Attributes

• Excellent interpersonal skills with proven ability to work collaboratively.	E
• Ability to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
• Ability 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

<ul style="list-style-type: none"> Working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint), with a willingness to learn and use new systems. 	E
<ul style="list-style-type: none"> Willingness to work regular evenings and weekends 	E
<ul style="list-style-type: none"> Committed to the principles of equal opportunities and diversity 	E
<ul style="list-style-type: none"> An understanding of the Ri's mission and activities 	D

Notes:

The work may involve out of hours working, including early mornings, late evenings and weekend working.

As the position involves working with young people, the post holder will be required to undergo an Enhanced DBS clearance and related checks as mandated by UK laws and regulations.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.