

GLPC Job Description

	Job Title	AV Supervisor
	Directorate	Neighbourhoods and Regeneration
	Department	Property & Assets
	Grade	PO2
	Reports to	AV Service Manager
	Staffing Responsibility	1 x Audio Visual Technician (potential to increase overtime) 1 x Audio Visual Apprentice/Assistant Casual Freelance Technicians – as required

Job Purpose:

The AV Supervisor – Technical Lead is responsible for the comprehensive delivery of audio-visual services across Brent Council. This includes overseeing the operation, maintenance, and installation of AV equipment, providing technical support for events, managing and mentoring AV technicians, and ensuring the smooth and efficient operation of AV systems across various service areas.

This includes, but is not limited to, the following service areas within the Civic Centre and Willesden Green Cultural Centre:

- Administration Areas
- Customer Services, Registration and Nationalities, Libraries, and other public services
- Conference and Events
- Training Centre
- Public Areas/Public performance/exhibition areas
- Public Information Systems
- Performance Space

This position requires flexibility, including out-of-hours, weekend, and bank holiday working as needed.

Principal Accountabilities and Responsibilities:

Event Operations & Technical Support

1. Set up, operate, and dismantle event AV equipment, including lighting, video, audio, scenic, and branding services, as required for various events.
2. Troubleshoot technical issues with AV equipment and systems during events, ensuring seamless production and rapid resolution of any problems.

3. Programme systems to allow seamless delivery of livestream hybrid Council meetings, monitoring output and liaising with external webcasting providers to resolve any issues.
4. Conduct video editing (cutting, splicing, adding audio/titles) for events or livestreams.
5. Transport, dismantle, and reassemble AV equipment between sites as needed, ensuring safe handling and transportation.
6. Complete Portable Appliance Testing (PAT) on AV equipment as required (subject to training).
7. Maintain, test, and service all AV equipment, including software upgrades, licenses, and inventory management and update AV asset list accordingly.
8. Respond to reactive maintenance calls, diagnose faults, and arrange for repairs or replacements of AV equipment.
9. Conduct fault-finding on defective equipment, gather information for specialists, and liaise with manufacturers/suppliers for consumables, spare parts, and repairs.
10. Install new or upgraded AV equipment, including mounting screens/speakers, running cables, and commissioning/testing works.
11. Oversee building-wide signage and display systems (e.g., signage players, PC setups), monitor performance, manage licenses, and upload/manipulate content.

Supervision & Coordination

12. Manage and mentor in-house and freelance AV Technicians, ensuring efficient and effective service delivery.
13. Independently coordinate and deliver AV services for a wide range of internal and external events to the highest standard.
14. Liaise with clients to understand requirements, propose technical solutions, and actively upsell services where appropriate.
15. Plan the technical operational delivery of events, including selecting equipment, pre-programming systems, and preparing event spaces.
16. Assist the AV Service Manager in ensuring adequate technician coverage for all events and provide basic AV troubleshooting training to relevant stakeholders
17. Obtain quotes for AV services from external suppliers, ensuring competitive pricing and best value for the Council.
18. Support the AV Service Manager to coordinate event-related administration, including the AV inbox, quotes, technical briefs, invoicing, and post-event reporting.
19. Ensure all risk assessments and relevant documentation are received from external suppliers.

Other Responsibilities

20. Provide cover for the AV Service Manager as and when required.
21. Provide support to the Facilities Management as directed.
22. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
23. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
24. Manage a customer focused service and the effective use of resources.
25. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
26. Support effective working relationships and act as an ambassador and advocate with external organisations.
27. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
28. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
29. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
30. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
31. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	None Required
Politically Restricted	No

Person Specification

All criteria are essential	To be identified by: Application Form(A) Test/assessment (T) Interview (I)
Qualifications and Professional Membership requirements: Audio Visual qualification.	A
Knowledge (all essential criteria): - Current and up-to-date IT knowledge, including network overview. - Knowledge and awareness of current health & safety legislation and regulations.	A A
Experience (all essential criteria): - Substantial experience of working operationally in the industry – preferably within an in-house venue environment or with an AV supplier who works with event venues. - Proven experience of overseeing, managing full-scale event productions with experience both with Sound and Lighting and IT. - Experienced in Audio Visual sales and product knowledge.	A/I A/I A/I
Skills and abilities (all essential criteria): - Good person staff management skills that inspire respect and confidence. - Excellent customer service skills with ability to empathise, maintain professionalism, display patience and politeness within an often pressurised environment. - Works well both independently or part of a larger team. - Flexible / supportive team player with hands on approach. - Smart clean appearance and presentation. - Totally committed to continuous improvement and to achieving high client satisfaction. - Strong communication skills, both verbal and written with experience of liaising with customers and colleagues on all levels. - A conscientious, flexible and 'can do' working style.	I A/I A/I A/I I A/I I A/I
List desirable criteria: - IPAF License - PAT Testing Training - Basic Ladder Training - Manual Handling - First Aid Training	A A A A A