



AV Technician

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| Reports to: | AV Supervisor | | |
| Department: | Property and Assets | Grade: | Scale 6 |
| DBS Status: | N/A | Politically restricted: | No |
| Job Purpose: The Audio-Visual Technician will be responsible for the delivery of all Audio-Visual services to Brent Council, through planning, setting up and running live events, maintenance and breakdown response, and the associated administrative duties. Their work will contribute to income generation through corporate events, as well as the successful operation of statutory committee. | | | |
| Values Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success. | | | |
| Job specific roles and responsibilities Event operations 1. Set-up, operate and troubleshoot sound, lighting and video equipment and be confident working with the following equipment (but not limited to): Digital mixing desk, Avolites lighting desks, video switchers, networking and PC/Mac configurations. 2. Operate livestream hybrid Council meetings, monitoring output and liaising with our contracted webcasting provider to resolve any issues. 3. Conduct video editing to a basic level (for example, cutting, splicing, adding audio or titles etc) to prepare video clips for inclusion on events or livestreams, or to tidy up completed livestreams for public viewing. 4. Operate a range of technical equipment in order to deliver a seamless production for the audience, anticipating and avoiding issues, or responding rapidly, professionally and calmly to issues if they do become noticed by the client. 5. Transport equipment, tools and other apparatus to other sites within the borough, where demands of the service require this. This may involve dismantling and reassembling of equipment, appropriate packing to prevent damage, and driving vehicles up to the size of a Transit van. 6. Complete any Portable Appliance Testing on AV equipment as required (subject to training). | | | |

7. Set up equipment including positioning, rigging, connection of cables and safe taping of cables prior to each event.
8. Conduct such tests and checks as may be necessary to ensure that the event is ready to go. This is to ensure a professional and safe operation.
9. Maintain professionalism with all internal stakeholders and external clients, ensuring excellent customer service is maintained.

Preparation, organisation & administration

9. Independently coordinate and deliver Audio Visual services for a wide range of internal and external events to the highest standard.
10. Liaise with clients (both via email and in person) to understand requirements, propose technical solutions to match the same, and actively upsell where opportunities exist for commercial clients. Produce quotations and complete financial processes as required.
11. Plan the technical operation of events, including liaising with the Audio-Visual Supervisor regarding set-up time/requirements, selecting appropriate technical equipment from the range available, pre-programming lighting and sound desks and preparing presentations. This will involve liaising closely with the client and the Events team to ensure all requirements are met.
12. Take responsibility for your own workload, keeping others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery.
13. Set up and prepare livestreams, virtual/hybrid meetings on our systems (Public-I webcasting and Zoom). Manage Zoom/Teams call participants if required.
14. Obtain quotes for Audio Visual services from external Audio-Visual suppliers where requirements or resourcing outstrip internal supply/ability. The post-holder will use their technical knowledge and experience to ensure that we obtain best value in terms of service and quality for the event.
15. Complete such administration as may be required to effectively discharge the operation of the service. This includes managing the AV inbox, monitoring and booking into the AV schedule, and post-event reporting.
16. De-rig equipment, ensuring the correct return of equipment to storage areas in a tidy fashion. Organise any follow-up matters including response to breakdowns or damaged equipment, so that future events run smoothly and faulty equipment is returned to operation as soon as possible.
17. Ensure all risk assessments and all relevant documentation is received from external suppliers in order to carry out work at Brent Civic Centre – this includes the issuing of Permits to Work when required.

AV Facilities Management - Maintenance, Reactive Repairs and Project Delivery

18. Manage the incoming helpdesk tickets ensuring all faults/service requests are responded to in a timely manner. Locating faults or problems and finding solutions for immediate fix and long term fixes to ensure minimal disturbance.

19. Conduct fault-finding on equipment which is reported as defective. Where possible arranging for repair or replacement, or gathering sufficient information for relaying to specialists. This may involve working in difficult-to-access areas, underneath floors or at height.

20. Liaise with manufacturers and suppliers regarding purchase of consumables, spare parts and replacement/repair equipment. Scheduling of the same with due regard to ongoing events, negotiating to ensure continuity of service. Complete the requisite finance routines to ensure payment of suppliers.

21. Schedule statutory inspections required (including, inter alia, LOLER) with the relevant contractors.

22. Maintain, test and service all Audio-Visual and event equipment (including maintaining licences, software upgrades etc.) across Brent Council sites, including maintaining service records and inventories. Ensure daily, weekly, monthly and ad-hoc testing is carried out across all areas as laid down in the schedules.

23. Complete installation works of new or upgraded equipment as may be required. This may involve mounting of screens, speakers and other associated equipment using hand and power tools, running and terminating of cabling, and commissioning/testing works.

24. Train and communicate with non-technical colleagues at all levels within the organisation, so that they can be self-sufficient and confident in using self-service equipment.

25. Provide training and mentoring to new staff, apprentices and casual staff who may from time to time be engaged.

26. Manage small- to medium- scale projects for Audio-Visual and similar installations. This may include compiling requirements, receiving proposals and quotations from suppliers, selecting and placing orders and coordinating works on site, under the guidance of the Audio-Visual Supervisor and AV Service Manager

27. Oversee building-wide signage and display systems. Monitor the system performance, ensure allocation of licenses, upload and manipulate supplied content and developing layouts and designs while liaising with stakeholders.

28. Install, Maintain and troubleshoot meeting room technology, ensuring Microsoft Teams Room's and Lightware setups are operational.

Miscellaneous and General

28. Provide cover for the Audio-Visual Supervisor as and when required.

29. Provide support to the remainder of the Facilities Management and Events teams as directed, subject to the caveat that Audio Visual requirements come first.

30. 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.

31. 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.

32. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

33. Undertake any other duties commensurate with the general level of responsibility of this post.

34. Ensure a safe workplace by following all relevant Health and Safety Protocols, completing risk assessments where required, and promptly reporting hazards or incidents.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Strong and demonstrable knowledge of sound, lighting, video and IT systems.
2. Subject matter expert in one area of sound, lighting, video or IT, and with a solid knowledge of the remaining areas.
3. Knowledge of Audio-Visual trends within the industry and how to apply them.
4. Current and up-to-date IT Knowledge.
5. Good working knowledge of health and safety and ability to interpret policy and legislation and implement best practice across all service.
6. An appreciation of Health and Safety requirements and their practical implementation as part of the role (including, for example, electrical safety, work at height, LOLER/PUWER, manual handling).
7. Full UK Driving License.

Experience

1. Proven experience of self-lead work on events productions.
2. Fault-finding and basic maintenance of audio-visual equipment.
3. Operation of basic hand and battery tools to facilitate event setup and maintenance (screwdrivers, sockets, battery drills etc).
4. Use of ladders and mobile work platforms (IPAF license 3a/3b).
5. Ability to perform PAT testing as a Competent Person, as required.

6. Experience working with our specific technologies (Q-SYS, Public-I Webcasting, Avolites Lighting, Yamaha QL1, Dante, Roland Video Switchers, NDI, Shure wireless mics and IT systems.)

Skills and Abilities

1. Physically fit and able to conduct heavy lifting, handling of equipment, laying of cables etc as required.
2. Proficient in the operation of at least one of the following: audio, lighting, or video control desks.
3. 'Can do' attitude to fulfil client/stakeholder requests as far as is possible.
4. Ability to work at height using equipment such as ladders and MEWPs (subject to training).
5. Self-starting, and able to proactively fulfil the requirements of a task without reference to others. Exploring alternative solutions and approaches and making a reasoned decision as to the option to take.
6. Able to liaise with people of both technical and non-technical backgrounds, inspiring respect and confidence in the ability of the Service to meet their needs. Tailoring the response to the individual making the request.
7. Ability to empathise, maintain professionalism, display patience and politeness within a pressurised events environment.
8. Works well both independently and part of a larger team.
9. Flexible / supportive team player with hands on approach who is able to work out of regular hours throughout the year, during weekdays, weekends and bank holidays.
10. Smart clean appearance and presentation.
11. Totally committed to continuous improvement and to achieving high client satisfaction.
12. Strong communication skills both written and verbal - enabling good writing skills to create detailed and professional emails and reports.

Budget Responsibility: N/A

Overall Headcount: Casual Technicians – as and when engaged.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs