

Job Description

Job Title | Senior Technician based at Venue

Reporting to | Mary Metcalfe, Managing Director Metro Broadcast

Purpose of Role

To manage the AV and presentation elements of the various event and meeting spaces within the venue in order to provide an excellent client experience. On an advisory level work on technical projects working alongside the stakeholders at the venue to ensure there is constant monitoring and enhancements of the venue AV and presentation facilities. To provide a flawless service to the venue's clients; this will include advising on and then operating equipment as required.

Person Profile

This role would suit a person who is responsible, professional and who enjoys working in a fast paced environment. This person will demonstrate a high standard of work and will have a natural ability to be organised and efficient. This person must be able to demonstrate very good communication skills, take the initiative when appropriate and be proactive, for example anticipating client's needs. The ideal person will be highly motivated, be able to work on their own initiative and demonstrate a positive attitude.

Key Responsibilities

- To work under the direction of the manager and effectively deputize for him/her as and when required which include :
 - Assist the manager with the efficient upkeep of the AV facilities and maintenance/stock of equipment.
 - To manage your time and that of the other venue technician (in addition to further techs which may be required on-site).
 - To provide a flawless service to the venue's clients; this will include advising on and then operating equipment, as required.
 - To take responsibility for preparing the appropriate equipment and ensuring the room is set to the exact client requirements for the event.
 - To liaise with RCGP, Searcys and Metro to ensure all AV and presentation equipment in the venue is kept in good working order and is properly maintained.
 - To research and advise upon any equipment enhancements that will enhance the user experience in the room. To remain up-to-date technically with the latest techniques and equipment available.
 - To organise any equipment fixes that need to be made and ensure the "work around" is maintained whilst equipment is being repaired. To ensure equipment is fixed as quickly and cost effectively as practicable.
 - To ensure that between you and the AV technician all rooms are ready and in good order in time for client events.
 - To manage any Freelance technicians on a "day-to-day" basis whilst they are working in the venue to ensure they are providing a flawless level of support to the venue clients.
 - To liaise with RCGP, Searcys and Metro to ensure reporting is done, holidays and sickness are covered and that a productive working relationship is maintained with all stakeholders.
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Health and Safety

- The Senior Technician will ensure that all staff comply with the following procedures on site
 - That all site H&S rules are strictly adhered to
 - The building is evacuated in the event of a fire
 - All staff will have access to risk assessments and material safety data sheets
 - Safe working practices are adopted at all times
 - Work equipment will not be left unattended
 - Ensure the work area is left clean and tidy upon completion of work
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Client Care

- Metro is committed to high standards of customer care. You have a general responsibility to promote good customer relations. Specifically:
 - Delivering the highest level quality of technical performance, paperwork and documentation to the venue clients, to RCGP, Searcys, and Metro.
 - To communicate effectively to our all clients and stakeholders in a timely manner.
 - Recommend the most appropriate method of executing clients brief.
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Values

Metro employees share a set of core values:

- To provide an **Excellent Service** to our clients
- For every Metro person to **take responsibility** for their actions
- **Honesty & Fairness:** To be honest and fair with our clients, suppliers and colleagues
- To take responsibility for acting in a way that **protects the environment** for the future

Everyone who is employed by Metro has a responsibility to act as an ambassador for the company. You will need to educate yourself about the activities of the company so that you can present it effectively to people outside the company. You must always present the company in a positive light when talking to clients, suppliers or anyone else outside the company.

Metro is committed to a process of continuous improvement in our working methods. We all have a duty to challenge accepted ways of doing things, to look for better ways and to work constructively with colleagues throughout the company to identify and implement best practices.

Essential

- 3+ years experience of audio visual equipment and set installation
- Strong commitment to Health and safety
- Effective organisational skills and excellent attention to detail

Desirable

- Qualifications in audio visual technology or relevant career experience
 - Health and Safety qualifications
 - Qualified First Aider
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Required Competencies

- ✓ Planning and Organisation
 - ✓ Problem Solving
 - ✓ Decision Making
 - ✓ Creativity and Innovation
 - ✓ Communication
 - ✓ Working Collaboratively
 - ✓ Behaviour and Attitude
 - ✓ Trust and Confidence
 - ✓ Self-Development and Wellbeing
 - ✓ Time Management
 - ✓ Health and Safety
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As with any job we expect the role to evolve over time; depending on the skills and knowledge of the person completing the role. This will be reviewed after 2 months, 6 months and 1 year; at each review the job description may be amended as necessary.