

Job Description

Job Title: Head of Sound - Audio Visual Technician	Base Salary: Subject to Experience
Location: Queen Elizabeth II Centre, Broad Sanctuary, London SW1	Reports to: Senior AV Logistics Technician
Department: QEII LIVE	Job Type: Permanent
Contract hours: Annualised hours, 45.5 hours per week (excluding breaks)	

Department Brief:

QEII Centre has the Audio Visual (AV) infrastructure and equipment and the specialist staff to make your event both look and sound amazing. Our in-house audio-visual team, branded as QEII Live, organises the AV for most of the events in the Centre.

QEII Live's expertise and specialist equipment encompass sound, lighting, staging, webcasts, data projection, video conferencing and simultaneous interpretation. Our team has a reputation for creativity, efficiency and being competitively priced.

Job Purpose:

To undertake any work or projects as allocated by the Production Manager or Senior AV Logistics Technician as part of a professional team in the provision of technical presentation services to events both within and outside of the Centre. The job holder's impact on Business performance is through the efficient provision of technical services and outstanding customer service that supports a drive to retain and grow our repeat business. This imparts particularly on levels of repeat business.

Key Tasks

- Rigging, operating and de-rigging audio equipment including mixing desks, microphones, signal paths, amplifiers and speakers in accordance with safety regulations and procedures including assisting clients during events in the use of the above equipment and immediate problem solving.
- Rigging, operating and de-rigging lighting, audio visual, video, sets and display equipment in accordance with safety regulations and procedures.
- To develop the facilities of audio and extend the boundaries achievable operations to assist the clients and the department.
- Assist the Sales department in the appropriate allocation and hire of audio equipment.
- Supervisory responsibility for the AV Technician(s).
- To be responsible to the Production Manager and Senior AV Logistics Technician for the audio inventory and the efficient storage of the equipment.
- To be responsible with the Senior AV Logistics Technician for all audio links in the building, including operational patching and maintenance.

- To carry out assessment and first line maintenance of audio inventory and to identify those tasks that need to be done.
- To advise on development and change in new technology, appropriate purchases, client requests, innovation in sound equipment and systems.
- To communicate with personnel within the Centre and with Clients on a regular basis, advising clients on technical matters and directing other technicians on rigging, running and de-rigging events.
- The role requires constant and varied use of complex technical equipment.
- Required to make procedure decisions on a daily basis and “on the spot” judgements regarding Clients’ last minute requests.
- Responsibility to train other technicians in audio matters.
- All works must be carried out within the Centres official technical deadlines, most of which are predictable. This can mean a lot of irregular hours and overtime.
- Due to the technical complexities of the job, the work can often be very pressurised.

The above is not exhaustive and other duties not outlined may form part of the employees’ job description.

Additional information:

Technical knowledge with audio visual equipment is required

Experience in a relevant field, e.g. conference, theatre or TV

Ability to work our mains distribution impudent of speakers and amps, and invoice totals for purchases and hires

Essential Criteria (no more than 8)

- Ensure you are fully conversant with all AV equipment at your disposal
- Keep your technical knowledge up to date
- Ensure client requests are acted upon promptly
- Aim for 100% accuracy in all aspects of your role as an Audio-Visual Technician with all the resources supplied
- Be punctual, presentable, attentive
- Team player

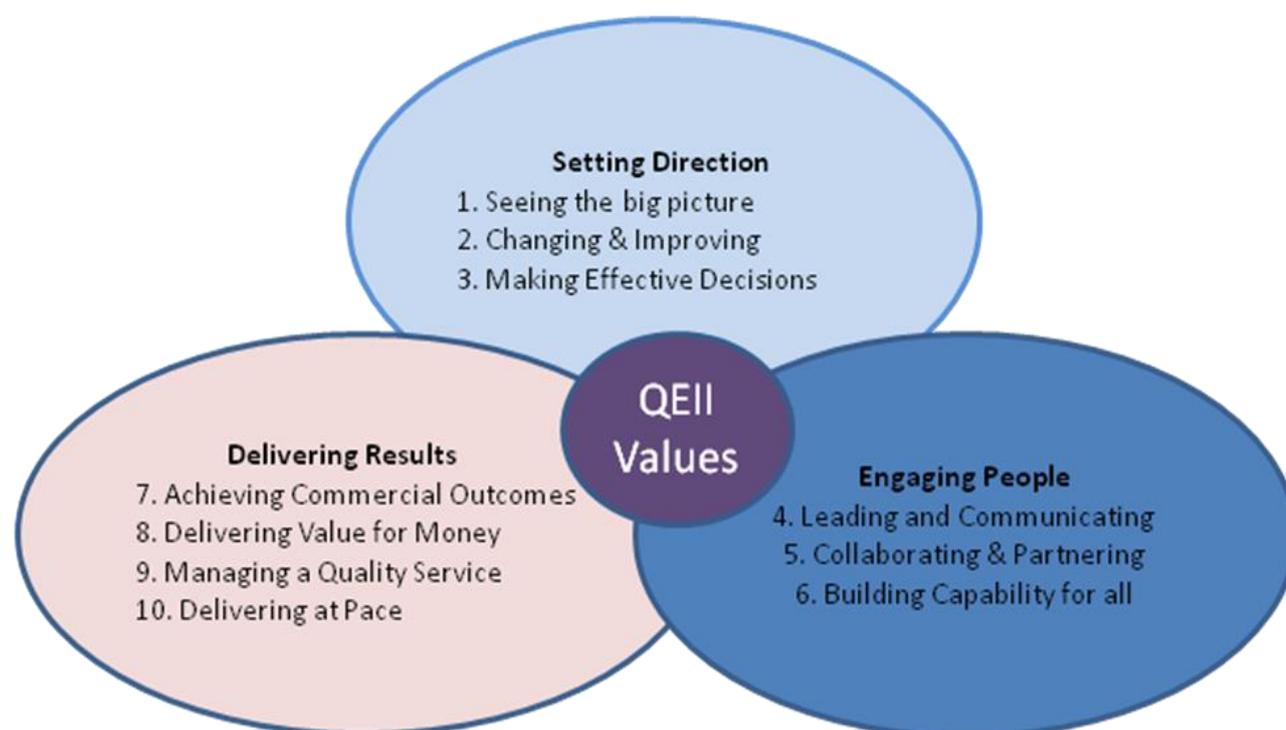
Desirable Criteria (no more than 5)

- Membership to AV Associations
- Trained in Health and safety, including the use of towers and ladders
- Rigging & Slinging Training

QEII Corporate Competencies

Changing and Improving	Proactively participate and champion continuous improvement across the business, seeking ways to do things better and embracing change
Achieving Commercial Outcomes	Making decisions and focusing on achieving solutions that add customer value, increase business revenue and maximise efficiency/profit
Managing a Quality Service	Looking at everything we do through the eyes of our customers and strive to deliver the best possible experience
Collaborating and Partnering	Proactively seek and share information and support our people and partners to achieve the best outcome for our customers and business

In addition to the corporate competencies, each QEII Centre job description will indicate what job specific behaviours the role identifies with in relation to the Civil Service Competency Framework. This Framework outlines examples of behavioural descriptions by level for each of the 10 Competencies as set out below. Full details of the competency framework can be found within the HR Policies & Documents folder on the Centre's Corporate Drive.



Job Specific Competencies

Managing a quality service	Ensure that levels of service are maintained – flag up risks or concerns in order to meet customer requirements Promote adherence to relevant policies, procedures, regulations and legislation, including equality and diversity and health and safety.
Leading and Communicating	Encourage mutual respect amongst colleagues, treating others in a fair, objective and even-handed way

Date of review: September 2017