ROBINSON COLLEGE, CAMBRIDGE

STANDARD OF PERFORMANCE JOB DESCRIPTION

TITLE: Customer Services and A/V Co-ordinator
RESPONSIBLE TO: Senior Audio Visual Aids Technician/Conference Office Manager

MAIN PURPOSE:
- To be responsible for day to day running of the Crausaz Wordsworth Building, when it is in operation, ensuring that it is opened up and closed daily and all areas are kept clean and tidy.
- To liaise with event organisers during the course of the day and be their point of contact.
- To assist the Senior Audio Visual Aids Technician with all A/V requirements within all areas of the College, including the setting up of meeting rooms throughout the College, on a daily basis as required and operating projection boxes, as required.
- To co-operate and assist with other departments, as and when required.
- To maintain a high level of customer care at all times.

KEY AREAS AND STANDARDS OF PERFORMANCE

1. PRINCIPAL JOB TASKS:
   1.1 The prompt and correct setting-up of A/V equipment in meeting rooms and other areas of the College (including the main building and Crausaz Wordsworth Building), in accordance with instructions.
   1.2 The co-ordination and setting up of control apparatus in both theatres, where events have been scheduled to take place.
   1.3 Manning of control rooms, as required, during College and client events, to ensure the smooth delivery of presentations.
   1.4 The opening and closing of the Crausaz Wordsworth Building.
   1.5 Setting up of meeting rooms in the Crausaz Wordsworth Building, in agreement with the specified function sheet for each individual event.
   1.6 To assist the Catering and Housekeeping teams, as and when required, and specified by the Conference Office Manager and Senior Audio Visual Aids Technician.

2. TIMEKEEPING & ATTENDANCE
   2.1 To arrive at work in time to be ready to commence duties at the appointed start time.
   2.2 To adhere to working hours and to seek approval from your Manager for time-off in advance.
   2.3 To work those hours required (in agreement with your Manager) to meet the needs of any conferences or events. This may require evening and/or weekend working; or early starts and late finishes.
   2.4 To adhere to the College’s policy for sickness notification and holiday authorisation procedures.
3. COMMUNICATION
3.1 To attend function sheet meetings, as required.
3.2 To participate in departmental discussions and to encourage the interchange of ideas and suggestions. To attend briefings as directed.
3.3 To read any documentation which may be given to you and to ensure that you query any areas of confusion or doubt in order to ensure no misunderstanding.

4. QUALITY CONTROL
4.1 To ensure that you perform your duties according to the standards laid down.
4.2 To work in such a way that you achieve a ‘right first time, every time’ method of working.
4.3 To advise your manager of any constructive ideas you may have for the improvement of any part of the College’s operation.
4.4 To carry out your duties with the understanding that other people in the College are your customers to whom you have a duty of care.

5. LEGISLATION
5.1 To ensure that you adhere to the provisions of any legislation or local authority regulations which affect you and your department.
5.2 To ensure that you work in a safe way so as to prevent any risk to the health and safety of yourself, your colleagues or any other person visiting the College.
5.3 To report any health and safety hazards or accidents which you may be aware of to your manager.

6. SECURITY AND CONTROL
6.1 To always ensure that you lock any area where security measures are in force.
6.2 To ensure no loss of College revenue either through error or omission.
6.3 To keep any keys or other College property with which you are entrusted secure at all times.

7. ATTITUDE AND PERFORMANCE
7.1 To always act in a welcoming, courteous and sincere manner with guests – to provide an efficient yet friendly service.
7.2 To provide support as required to colleagues.
7.3 To demonstrate your integrity and honesty at all times.
7.4 To adhere to instructions given by your Manager/s and to carry out any reasonable instruction they may give you.
7.5 To co-operate with your colleagues and other Departments in a spirit of goodwill in order to ensure efficiency in a pleasant working environment.
7.6 To be dressed and groomed in accordance with the Standard of Appearance policy.
8. **TRAINING COURSES**
   To undertake/facilitate any courses, relevant to this position, to improve working capability.

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