Robinson College
Audio Visual Manager

CANDIDATE INFORMATION PACK

CLOSING DATE: 7 AUGUST 2023
INTERVIEWS: 15 AUGUST 2023
About Robinson College

The College is a centre of academic excellence with about 400 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 90 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.

Purpose of the job

- To supervise all first line technical support for all AV requirements within all areas of the College, including the Crausaz Wordsworth Building.
- To include the setting up of meeting rooms throughout the College, on a daily basis as required and operating projection boxes, as required.
- Installation, commissioning and routine maintenance of multimedia and audio visual equipment.
- To manage and control costs for the AV department, including payroll, sundries, maximising value for money, ensuring that all spends are within agreed budgets. To assist with drafting the conference capital budget each financial year.
- To ensure that the AV Department is operated within legislation, College Policy and approved budgets.
KEY AREAS AND STANDARDS OF PERFORMANCE:

1. PLANNING AND ORGANISATION: The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc. basis.
   1.1 To inform the Conference Office about forthcoming occurrences within College which will affect availability of letting space and equipment.
   1.2 To plan staff rosters and ensure the adequate provision of resources (manpower, equipment and supplies).
   1.3 To agree with the HCC and Conference and Events Manager, medium and long term development plans for the department.
   1.4 To plan the requirements for AV Co-Ordinator.
   1.5 To agree with Conference Office any hiring of equipment that may be needed to include the booking of outside technicians.
   1.6 The coordination and management of AV events.
   1.7 To attend function sheet meetings and client meetings, as required
   1.8 To produce yearly budget proposals to ensure the AV capabilities of the College are maintained and current with industry standard practices.
   1.9 To create training plans as required for any temporary AV assistants.
   1.10 To contribute to the College 15 year plan in order to maintain the competitiveness of the Conference Department from an AV perspective.

2. FINANCIAL CONTROLS AND SALES
   To ensure that delegated authority levels and budgetary expenditure are adhered to and that measures are taken to correct adverse trends.
   2.1 To manage and control departmental payroll and sundries costs, maximising value for money at all times.
   2.2 To review and appoint nominated suppliers ensuring that “best value for money” is delivered and service contracts are maximised.
   2.3 To ensure that competitive quotes are obtained for all non-standard purchasing and that agreed capex budgets are followed.
   2.4 To provide advice to the Conference and Events Manager and the team and help to convert enquiries into bookings.
   2.4 To set a yearly plan so that revenue from AV and Tech services are maximised and yearly targets met.

3. PRINCIPAL JOB TASKS
   3.1 The maintenance, cleaning, repair and operation of all AV equipment and relevant IT and Communications equipment, both fixed and portable. As well as overseeing the fixtures and fittings of both theatres.
   3.2 The installation, where appropriate, and operation of hired equipment.
   3.3 The prompt and correct setting-up of meeting rooms and AV equipment in meeting rooms and other areas of the College in accordance with instructions.
   3.4 The selection, purchase and installation of new AV equipment as may be required from time to time.
3.5 The coordination and setting of control apparatus in the Auditorium and Umney Theatre for events scheduled to take place.
3.6 Liaison with Students on the requisite equipment set-up and action for their events and productions.
3.7 Manning of lighting box and/or other areas during College and client events as required to ensure the smooth delivery of presentations.
3.8 Co-ordination with and distribution of equipment to hard of hearing and partially sighted delegates who may be in need of assistance. Liaison with other departments as required.
3.9 The movement of the stage and seats in the Auditorium, as required.
3.10 Complete any Health and Safety inspections as directed by the HCC.
3.11 To compile quotes and consult on AV provision for meeting room/teaching room/auditorium/theatre refurbishment proposals. This can involve consulting with other college departments including maintenance and HK.

4. COMMUNICATION: To encourage two-way communication at all levels.
4.1 To attend a weekly meeting to discuss forthcoming business and any other relevant matters and to freely participate in discussions.
4.2 To attend 121 meetings, as scheduled, to promote shared objective setting and achievement. To conduct 121s with staff reporting in to this role.
4.3 To ensure that all external e-mails and correspondence is acknowledged within 1 working hour and in accordance with agreed standards.
4.4 To provide written back-up of verbal instructions as appropriate.
4.5 To maintain records of communication with clients, suppliers, staff and local authorities.
4.6 To co-operate and communicate with other staff departments and with Senior, Middle and Junior members of College.
4.7 To keep the Conference Office Manager informed on any relevant information which may affect the smooth running of the department.
4.8 To hold regular 121 meetings with the AV Co-Ordinator to review performance and set upcoming priorities.
4.9 To attend quarterly Department Manager Meetings led by the HCC.

5. STAFF MANAGEMENT: The training, motivation and discipline of staff ensuring that the necessary skills and knowledge are provided within the needs and objectives of the College.
5.1 To prepare and implement a training plan for A/V Co-Ordinator.
5.2 To display good leadership skills and set an example for subordinates.
5.3 To operate the Job Review system which is designed to improve performance and develop staff within the objectives of the College.
5.4 The day to day direction of the department staff to include regular 1-2-1 direction and meetings of individual members of the team.
5.5 To provide briefing/training for other staff in the operation of AV equipment.
5.6 To operate the College disciplinary procedure in accordance with policy and direction from the HR Manager.
6. QUALITY CONTROL: To set and record standards in keeping with the overall objectives of the College and to ensure that such standards are delivered.
6.1 To formulate a department standards manual. To train AV staff to deliver such standards.
6.2 To advise the Conference Office Manager on industry/market trends and initiatives which may affect our products.
6.3 To take a positive customer-focused approach to the business.
6.4 To work with Conference Office staff to help assess client needs and determine potential solutions.
6.5 To participate with Conference Office in showrounds and in meeting clients.

7. LEGISLATION, SECURITY AND CONTROL: To ensure that all relevant legislation is complied with by the department.
7.1 To ensure adherence to the provisions of Fire, Health and Safety and Food Hygiene legislation and regulations.
7.2 To operate a system of stock ordering, receipt and storage such that wastage is controlled and minimised.
7.3 Ensure that all equipment and areas under your control are secure at all times.

8. ATTITUDE & BEHAVIOUR: Positive interaction with other members of the Conference and Catering team as well as the wider College team.
8.1 As a Head of Section, led by example at all time.
8.2 To empathise with the individuals within the team to form positive relationships.
8.3 Positively participate to help create a good team atmosphere.
8.4 To be constructive in communication, be cooperative, helpful and supportive.
8.5 Honest and trustworthy. Pleasant in nature.

9. OTHER: As Section Head, to be self-determined and focused on both the educational and commercial objectives of the College.
9.1 To operate on the basis of right first time every time.
9.2 To address issues on the basis that everything has a solution.
9.3 To carry out any reasonable management direction.
9.4 To demonstrate good sustainability awareness and act accordingly.
<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education &amp; Training</td>
<td>Educated to GCSE/O-Level grade</td>
<td>A-Levels Degree</td>
</tr>
</tbody>
</table>
| Work Experience, Skills & Knowledge | Experience of providing AV support to a range of diverse clients  
Knowledge of computer hardware inc desktop pc's, laptops and mobile devices  
Knowledge of specialist AV hardware and software  
Experience of installing adhoc AV hardware  
Experience of running a full AV theatre box  
Literate and numerate  
Good command of spoken and written English  
Good telephone manner  
Excellent organisational and communication skills  
Ability to troubleshoot a multitude of AV problems  
Ability to adapt communication style to suit the audience | Knowledge of IT networking |
| Intelligence/ Aptitude/ Attitude      | Customer focused  
"give 120% "can do" attitude  
"How can we meet our clients demand" attitude | |
| Circumstances                   | Local  
Able to work evenings and weekends as required  
Physically fit and healthy | Within 30-45 minutes travelling |
HOW TO APPLY

For an informal chat please contact Kevin Breeze, Head of Conference and Catering Services, on kpb31@robinson.cam.ac.uk

To apply please send your CV and a covering letter, along with a completed short application form to careers@robinson.cam.ac.uk

Closing date for applications: Monday 7 August 2023, 9am

Interviews will be held on: Tuesday 15 August 2023