JOB DESCRIPTION

NOTE: *This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.*

JOB TITLE: Audio Visual Support Lead

REPORTS TO: Head of Customer Service

DEPARTMENT: Information Systems and Support (ISS)

GRADE: NG8

PURPOSE

The Audio-Visual Support Lead is responsible for the management of all aspects of the University AV live operational services, delivered to over four hundred rooms across all university locations. This includes day to day operations, incident management, service level management, third-party maintenance and ensuring the efficient running of the University's AV infrastructure and AV management and monitoring systems in the context of live service delivery. This role will ensure appropriate and efficient management and monitoring is adopted and functional in accordance with the AV standard operating model and will provide mentoring and support to Service Management colleagues ensuring they have the right skills and competencies to meet the demands of supporting the University AV.

PRINCIPAL ACCOUNTABILITIES

1. Provide service leadership for the delivery, reliability, availability, and performance of AV services, including to provide overall management and responsibility for all AV related service escalations, including the management of AV related major incidents. Act as the escalation point for service delivery, ensuring AV services are provided in line with service expectations including day to day management of supplier service performance in relation to our service support contracts.

2. Provide leadership to an AV dedicated support team, ensuring rapid and effective resolution of service impacting problems and incidents in line with defined service level agreements.

3. Work with stakeholders to determine the tools, training and resources required to meet the current and future demands of the University AV service. Work with the AV Design Lead to review future designs for AV Services to ensure they are business led and can be developed and embedded into the day to day University wide AV provision.

4. Lead on the provision and efficient improvement of operational monitoring and continuous review processes to support quality assurance across all aspects of the University's AV service, to include publication of AV service status. Utilising service analytics and best proactive approaches such as ITIL, ensure that the AV service performance and trends are understood and published as part of the wider ISS operational reporting processes.

5. To have ownership for the service transition from project to BAU when AV services are upgraded or changed, including documentation and training of the relevant Service Management and academic

colleagues as required. Provide sign off for operational AV service delivery as part of the ISS Change Authorisation Board. Ensure rooms are fully functional at point of handover, and any outstanding snagging items are captured and addressed before transition into live service.

6. Work with the IT Asset Management Lead and End User Support teams to ensure that the lifecycle of AV assets are compliant with IT policies. Management of AV critical spares allocations and the RMA repair process to ensure service levels can be maintained.

7. Work with the Cyber Security team to ensure AV Services comply with security policies and regulations. Work collaboratively with the AV Design Lead to harden security configurations, patch, upgrade, mitigate and remediate any cyber security related vulnerabilities or incidents.

8. As part of AV service transition, work with the AV Design Lead to support the production of appropriate training materials and in-person demonstration sessions to improve the capability of users.

9. Engage with supplier and sector groups to understand best practice AV delivery and to agree ways to implement service improvements into the University of Westminster AV ecosystem.

10. Within a culture of continual service improvement, identify and support opportunities to reduce, where appropriate, expenditure on AV services where more efficient services can be adopted for the University. Input into the development of green initiatives in line with best practice, and University initiatives on power consumption and waste.

11. Develop and maintain excellent and effective relationships with stakeholders across the University. Work with academics and departments to understand AV service requirements and the AV Design Lead, project teams and third parties to transition AV solutions into operational service and on-going support to meet these requirements.

12. Undertake any other duties defined by the Head of Service Management in conjunction with the post-holder.

CONTEXT

ISS delivers a comprehensive portfolio of IT services to the University's user community of ~20,000 students and colleagues across a number of sites in the West End of London and Harrow. Audio visual (AV) services represent one of the most critical elements of IT services to the university, providing AV for teaching spaces, board rooms, lecture theatres, commercial events and auditoriums across the university. These services are cornerstone of our ability as a university to meet the teaching needs of our colleagues and students. The university currently has around 420 independent locations that operate AV infrastructure across all our sites.

With a direct impact on the student and colleague experience, the role is responsible for managing all AV services, working within the AV Refresh Project and Estates led projects to ensure appropriate technologies are delivered to suit the changing needs of the institution, driving improvement initiatives and managing the Service Delivery team that support the day-to-day use of AV.

The role will engage widely with colleagues in ISS, Professional Services and the wider University to understand how technology can best support and enhance both the student and colleague experience and achieve the operational excellence we aspire to.

DIMENSIONS

Staffing: The post holder will have line management responsibility for specialist AV Technicians, and will be expected to lead or contribute to cross-functional project teams. The post-holder will provide leadership for aspects of AV live service delivery and will be involved in mentoring and training colleagues in their areas of knowledge or expertise as needed.

Budget: The post holder will have no direct budget management responsibility but will be expected to manage the AV Support Budget on a day to day basis for the repair of live systems. Advise on the deployment of project budget(s) and/or for associated financial records.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that colleagues may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Health and Safety: The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

PERSON SPECIFICATION

	Essential criteria	Desirable criteria
Qualifications	A degree level qualification in a relevant subject, or demonstrable and significant equivalent experience. ITIL [minimum] Foundation Certified Professional certifications such as: CEA, CTS, AVIXA Essentials, Extron AV Associate, Qsys, Crestron FLEX, Dante or equivalent significant experience in a front facing AV role.	ITIL Service Level Management ITIL Service Operations
Training and Experience	Significant and broad knowledge of audio-visual systems, platforms and architecture Significant and demonstrable practical experience in the management of Audio-Visual services and systems delivery. A demonstrable track record in delivering multiple concurrent, high-value audio-visual services. Significant experience of supporting a large, complex, multi-site IT environment Significant understanding of underpinning IT infrastructure including networking, server infrastructure and operation systems as is required to deliver industry standard audio-visual capability at an enterprise level. Successful experience of working within a project framework Significant experience of producing and implementing strategic development plans in a technical environment Significant background in service delivery management, specifically incident, problem, change and service level management. Significant experience in managing outsourcing partners as part of the service delivery chain, with a good grasp of the principles of contract management. Ability to maintain an awareness of, and compliance with Environmental, and Health and Safety policies and procedures Experience of successfully managing colleagues and ensuring a service team is delivering to agreed standards.	Knowledge and experience gained from working in a Higher Education environment. Good working knowledge of AV/IT Systems such as QSC – Q-SYS Good working knowledge of wireless presentation & collaboration systems such as Cynaps. Good working knowledge of Hearing loop technologies Good working knowledge of conferencing solutions Good understanding signal flow.
Aptitude and abilities	Ability to take ownership, responsibility and control, and exercise effective leadership skills. Ability to demonstrate AV troubleshooting skills. Ability to interact effectively with senior	

	management, both academic and non- academic, using good interpersonal skills
	Thorough understanding of the needs of internal and external customers, able to interpret business service needs and translate these into IT requirements.
	A customer-orientated and innovative approach to service design and delivery within a formal continual service improvement framework.
	Ability to motivate colleagues and develop team working.
	Ability to cope with and manage rapid change.
	Excellent verbal and written and interpersonal communication skills, including the ability to communicate effectively within the organization, project and application development teams, and academic and business colleagues.
	A positive attitude with initiative and drive
	Patience with an orderly approach to problem solving.
	Ability to cope effectively with pressure.
	Ability to learn quickly.
	Ability to maintain focus on agreed objectives and deliverables and making decisions at the appropriate time, taking into account the needs of the situation, priorities and constraints.
	Ability to develop and foster good working relationships with stakeholders at all levels including the ability to question others effectively in order to understand their views.
	Excellent planning, resourcing, monitoring skills with the ability to report on the progress of projects
Personal Attributes	Keenness to research the current marketplace and keep up to date with commercial developments.
	Methodical, calm, and clear-thinking under pressure
	Flexibility to work out of hours on occasion to meet user or service expectations.
	Good communication skills with people from a wide variety of backgrounds; proficient in receiving and explaining complex ideas with clarity and of presenting technical information to non- technical audiences.
	Able to provide direction and influence/ persuade others to take a specific course of action even when there is no direct line of command or control.
	A positive advocate for change; not afraid to propose innovative and potentially difficult solutions; sensitive to the impact of change on others.

Other	Willingness and flexibility to undertake overnight stays, occasional weekend working, and international travel, as required.
	Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable

June 2023
Reviewed March 2024