
Job Title: On-site Team Leader

Location: London

Role Overview

The main role is to be the senior point of contact for both client and proAV stakeholders to ensure all activities at client's locations are delivered as per existing SLAs. You will be responsible for leading the on-site team to consistently deliver the client's needs throughout their meetings and events.

Key Responsibilities

- > Direct management for the on-site team and cover technicians including rotas, responsibility allocation, team motivation, probations and training requirements
- > To manage all operational activity within the proAV contract based on-site
- > To act as the client focal point for all day to day operational issues relating to the contract and onsite team
- > Responsible for ensuring all faults are resolved and equipment schedules are managed and to provide support to the proAV Service Account Manager (SAM) as required
- > Build and maintain good relationships with client departments and work together to deliver support services
- > Provide real time in room support in conjunction with onsite team where required
- > Provide a Meet & Greet service as required to assist all VIP Meetings and for clients who require a technician to help connect audio and video conferencing calls
- > Proactively train and support end users, where required
- > Fault handling and tracking of all AV fault related tickets raised via client ticketing system through to resolution
- > Test, check and ensure equipment is in operable condition prior to any meeting or presentation
- > Equipment / Meeting room set ups as required
- > Setup, testing, operation, and break down of audio visual and video conference equipment; (e.g. video data projection systems, audio and video conference equipment, microphones, video cameras, audio systems, and operation of integrated AV systems)



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- > Provide Event support / equipment Co-ordination as required
 - > Supervise Events as required

Additional Skills

- > Ability to work in a very high pace and dynamic environment
- > Able to manage a team
- > Ability to quickly adapt to changing needs, infrastructure, and evolving business processes
- > Ability to work closely with the user community, interpret issues, understand requirements, and rapidly deploy solutions
- > Ability to work directly with end uses on issue resolution, and process development
- > Strong interpersonal and communication skills
- > Ability to analyze metrics, extracts trending data and provide status reports

Further Details

Salary: Dependant on experience
Reporting to: Operations Manager
Department: FM: On-site
Hours: Full-time, 40 hours per week, flexibility required

Contact

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