



## AV Site Manager

 proAV London

The main purpose of this role is to will oversee the AV Operation within their area of responsibility and will be the main point of contact for the client senior management.

### Key Responsibilities

- Direct management of onsite technicians (6 to 8) and cover/freelancers
- Service Improvements – work with the Operations Manager to identify service improvements
- Incident management – manage process lifecycle as per client GMS internal processes
- Discipline – maintain an organized and professional environment where the team are managed to meet and exceed client standards
- Performance Management – regular 1 to 1 meetings with direct reports, performance improvement plans if required
- Daily & Weekly Operations Meetings – staff requirements including holiday requests, technical requirements, room health status, AV charges
- Weekly Events Scheduling Forecast – staff requirements, training requirements
- Service Requests - decision maker regarding service requests for their respective locations
- Maintenance - ensure that all spaces are being regularly checked by technicians in line with existing procedures
- Business Liaison – client communication, feedback and operational status





## Desirable Skills

- Proficient in audio, Video and lighting equipment both digital and analogue
- Ability to lead a team and be point of escalation for any staff or client issues
- To be an ambassador for proAV ensuring a professional approach always
- Excellent customer service skills with the ability to work calmly under pressure and resolve any issues quickly and professionally
- Required to work onsite shifts to meet requirements with a flexible approach ensuring out of hours events are also covered



## Further details:

Salary:                    Dependant on experience

Reporting to:       xxxxx

Department:       xxxxx

Hours:                    9-hour shift between 7am-7pm Mon-Fri including an hour's break