

July 2022

Dear Applicant,

**RE: Audio Visual Technical Officer**

Thank you for your interest in working for The Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a Royal Medical College whose members have been at the forefront of tackling the COVID-19 pandemic.

The AV Technical Officer will play a key role in Leading and managing customer focused support for AV and IT technical services for Events@no6 clients and College events.

You will have relevant experience of AV support for events, conferences, and meetings (including online conferences and streaming services) alongside experience of operating advanced audio-visual equipment including knowledge of technical event support system infrastructures and troubleshooting.

Ability to communicate with a wide range of people in a professional manner (written and verbal) by providing advice and guidance on technical matters and ability to provide complex technical solutions when presented with immediate problems.

You will also need to be proactive in your approach using initiative and a high level of personal motivation while Providing excellent customer service face to face and over the telephone.

To apply, please send a **CV** and **completed supporting information form** to [recruitment@rcpath.org](mailto:recruitment@rcpath.org). The deadline for applications is **9am Thursday 21 July 2022**. **We will be reviewing applications and interviewing on a rolling basis, so an early application is recommended.**

If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#)

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via [recruitment@rcpath.org](mailto:recruitment@rcpath.org).

I look forward to receiving your application.

Yours sincerely,

Joe Larkin  
Head of IT

## Audio Visual Technical Officer Job description

**Reporting to:** Head of IT

**Working hours:** Full time 35-hour week (excluding lunch hour) Monday to Friday but some out-of-hours work will be required

**Location:** The Royal College of Pathologists, 6 Alie Street, London, E1 8QT any of the place(s) of business of the College as determined from time to time

### Introduction

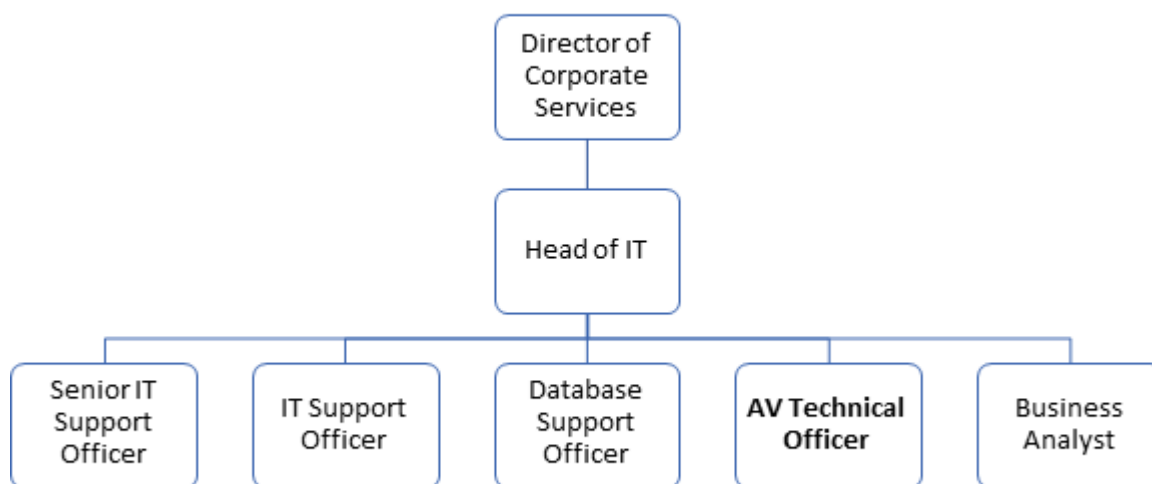
The College is a professional membership organisation dedicated to the advancement of the science and practice of pathology. There are currently over 12000 members, all of whom are pathologists based in hospitals, universities, and laboratories in the UK and overseas. The College's main tasks are to set and maintain training standards for doctors and scientists, to set and run professional examinations, to oversee the appointment of consultants, to ensure the membership is kept up to date with current practice through the continuing professional development scheme, and to promote the latest developments in pathology by holding scientific meetings. The College also runs a conference centre letting out rooms and facilities to third parties.

The College has contracted Vacherin to operate our event & catering services under the trading name of Events @ No 6 – this consists of a General Manager and Sales and Support Teams. The majority of AV requirements will come through this team but there is a requirement to support internal events as well.

### Department/Team

The **Audio-Visual Technical Officer (AV Technical Officer)** is a member of the Corporate Services department which provides the College with support for the following activities and functions:

- Human Resources & Personal Development
- ICT & Management of CRM database
- Facilities Management
- Events Management and Academic meetings for College and associated organisations
- Corporate Administration and Committee Services
- Events @ No6 conference venue management



## Main Purpose

Responsible for:

- Leading and managing customer focused support for AV and IT technical services for Events@no6 clients and College events
- Technical management of the current (and future) installation, maintenance and upgrades of audio-visual equipment, associated IT and applications for video conferencing
- Management of networking interface for AV and IT equipment, applications & cabling issues for events and building management.
- Providing the technical knowledge and expertise to lead and manage the College's AV services.

The role will work closely with the commercial venue team (Events@no6), the IT team, the Building Manager and AV & Facilities Coordinator to ensure adequate support for AV and technical services for events.

## Key duties:

### Technical management of Audio Visual and related IT equipment

Managing the building's complex AV equipment and systems by providing:

- Professional support to College and Events@no6 staff in set up for meetings by providing advice, technical information, guidance, including supporting documentation
- Technical guidance, advice and support to Events @ No 6 team and clients in planning, supervising (including staff) the set up and 'in meeting' delivery of services (including Zoom, MS Teams).
- Troubleshooting and resolving networking, AV and IT equipment, applications & cabling issues, including supervising contractors and working with the internal IT team.
- Management and problem solving for software and hardware interface between AV & IT systems.

Plan Audio Visual and technical requirements

- Identifying and planning for major equipment upgrades and investment in additional services to continually develop AV services for clients and College users. This will include development of systems interfaces, complex networks and introducing any innovative technology solutions and products that support conferencing and College use of AV.



- Manage the range of planned maintenance and testing of equipment on a routine basis, including planning and supervising daily checks for AV & Facilities Coordinator.
- Oversee the annual (or multi-year) service contract and supervise the work of any engineers on site.
- Updating and documenting complex technical and user guides to ensure that systems can be effectively supported and operated, not just for the jobholder but other users as well.
- Managing the hire of equipment from external providers as and when required, working within specified budget.
- Operate cross functionally to plan and support audio, video conferencing, IT and applications.

**Provide responsive service**

- Manage emergency networking and patching issues.
- Undertake or supervise others for reactive repairs on AV equipment and connections where possible, resolving problems and undertake research to develop the procedures which enhance the service.
- Briefing and assistance of callout engineers and AV & Facilities Coordinator (and/or Building Manager).

**Manage standard functional testing:**

- Investigate, diagnose, and resolve incidents to resume normal services. This will include the documentation of common fixes and supervision of AV& Facilities Coordinator.
- Independent testing of software updates and hardware prior to release.
- Identify, and where possible resolve, underlying problems with systems and ensure that these are documented. The post holder will also be expected to provide a temporary work around for underlying problems that can't be resolved prior to escalating internally.
- Checking of projector alignment and focus.
- Keeping a log of projector lamp hours.
- Regular testing of induction loops.
- Recording and streaming system checks.
- Support the Building Manager on any electrical connection issues that may arise from testing for events and building management.

**Client and service support:**

- Act as main point of contact for all AV technical queries for internal users and external (via Events @ No 6) customers.
- Manage unpredictable and changing demands for AV support at short notice, prioritising a variety of different tasks.
- Assist with room set up support on client requirements.
- Deliver AV operation for live events to a high standard.
- Presentation support (e.g. PowerPoint, Air Media, Polycom, Zoom).
- Webinar support - audio and visual (e.g. recording, troubleshooting).
- Cooperate with specialised production and facilities companies in the provision of events and broadcasts.
- Provide advice on AV solutions and planning for event organisers and presenters.

**Specific Duties**

- Regular shift working and outside of agreed hours where events require it or on call for any out of hours services.
- The post holder will provide in-depth technical training, guidance, supervision and advice to the AV & Facilities Coordinator (and others as required) to develop wider understanding of AV technical support.

**Other**

- Post holder has responsibility for identifying areas required for training and self-development.

### **Scope and Accountability:**

The Audio-Visual Technical Officer is responsible for meeting deadlines for routine procedures according to a variable events schedule. The post holder will plan their own workload ensuring all event AV is covered and relevant equipment or software programmes are operational. Workload will also include co-ordinating and supervising the work of the AV & Facilities Coordinator and for the external contractors, including obtaining quotes and booking works. The post holder is responsible for delivery of plans and meeting deadlines and targets associated with the plans.

The Audio-Visual Technical Officer is required to use their own initiative to proactively anticipate future developments, upgrades and software development as well as formulating long-term strategic vision and planning for the AV systems. This will include data analysis, industry research and budget management to enable them to support development strategy. These decisions will have a positive impact on the College's reputation as a first-class venue with high standard equipment.

The post holder reports on progress to the Head of IT.

The Audio-Visual Technical Officer is the Internal Lead expert, and post holder will provide advice to others in relation to their technical expertise. This includes the writing and/or explanation of complex technical information as appropriate for event organisers (clients) and staff. They are responsible for identifying areas required for training and development for themselves enabling them to maintain and apply their technical knowledge.

The Audio-Visual Technical Officer will take decisions on immediate issues as delegated to ensure continued service or repairs of equipment. The equipment is technically complex and is fundamental to secure and reliable functioning of a significant service for the College and commercial clients. The post holder is the College's technical expert for this equipment and services. The post holder contributes to department decisions through reporting and direct feedback to contractors and management.

### **Key Relationships:**

- Work closely with Events @ No 6, the building manager and external clients to ensure delivery of AV at events
- Make a positive contribution to the IT team enabling individual and team objectives to be met
- Work closely with all RCPATH departments to enable AV use as required
- Work closely with key contractors on AV contracts
- Supporting 3<sup>rd</sup> party suppliers
- Supporting the Events management for College functions



## Audio-Visual Technical Officer Person specification

Requirements	E	D
<b>Qualifications / Experience / Knowledge</b>		
Relevant experience of AV support for events, conferences, and meetings	✓.	
Experience of operating advanced audio-visual equipment including knowledge of technical event support system infrastructures and troubleshooting	✓.	
AV specific qualifications such as Certified Technology Specialist (CTS)	✓.	
Experience of web based streaming services and online conferences	✓.	
Experience of managing service contracts	✓.	
Experience of managing data and IT interfaces/networks/cabling for building services		✓.
Experience in maintaining technical equipment for general building services such as security systems		✓.
Experience of supervising contractors and service providers	✓.	
IT specific qualifications such as ITIL or equivalent experience.	✓.	
skills and experience and experience of Microsoft Office365 including MS Teams		
Experience in developing user guides and training or advising users with AV and associated technologies	✓.	
Experience in monitoring and analysing service or user requests	✓.	
Experience of technical leadership of projects or programmes for upgrades, including providing detailed specification for complex AV/IT networks		✓.
Experience of SIMPL development language and/or Creston HTML5 User Interface	✓.	
Experience of XiO Cloud, .Net development		✓.
<b>Skills / Abilities</b>		
Ability to communicate with a wide range of people in a professional manner (written and verbal) by providing advice and guidance on technical matters.	✓.	
Ability to prioritise own workload, use own initiative, multi-task, and cope under pressure.	✓.	
Ability to provide complex technical solutions when presented with immediate problems	✓.	
Ability to form excellent working relationships	✓.	
Planning skills, especially with regard operational supporting services and documentation	✓.	
Attention to detail and ability to meet deadlines.	✓.	
Ability to supervise work of others.	✓.	
<b>Qualities</b>		
Proactive approach using initiative and a high level of personal motivation.	✓.	
Good sense of timing and swift reactions	✓.	
Provides excellent customer service face to face and over the telephone	✓.	
Well presented.	✓.	
Attention to detail	✓.	
Tact and diplomacy	✓.	



Willing to work flexible hours including early mornings, weekends, and evenings on occasion.	✓.	
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓.	

## Working for the Royal College of Pathologists

We offer a supportive working environment, promoting values of quality service, teamwork and partnership. We offer the following benefits to employees:

Competitive Salary	The salary for this Grade 4 role is £37,604 per annum with competence-based pay progression.
Hours	Standard working hours are 35 hours per week, Monday to Friday, 7 hours per day (excluding lunch hour).
Annual Leave	25 days per annum, plus bank holidays, increasing with length of service.
College Closure Days	The Trustee Board every July decides whether it will close the College between Christmas and New Year.
Employee Discount Scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee Assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and Development	The College offers learning and development opportunities for all members of staff.
Maternity Pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity Pay	Two weeks full pay.
Flexible Working	Flexible working is supported.

This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.





The Royal College of **Pathologists**

Pathology: the science behind the cure

The College's values and behaviours **set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.** They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



### Teamwork

#### **We achieve excellence by working together.**

- ☐ We collaborate, share knowledge and communicate plans.
- ☐ We involve the right people at the right time.
- ☐ We work cohesively towards common goals.
- ☐ We value diversity and the contribution and expertise of others.
- ☐ We provide, seek and act on constructive feedback.
- ☐ We approach tasks with energy and focus on positives.



### Service

#### **We support members to deliver the best patient care.**

- ☐ We provide a welcoming, consistent and professional service.
- ☐ We listen to our members to understand and respond to their needs.
- ☐ We deliver impartial and accurate information and advice.
- ☐ We seek opportunities to improve the value of benefits for all membership categories.
- ☐ We are positive, open and transparent.
- ☐ We are reliable, delivering within agreed timescales.



### Ambition

#### **We aspire to provide the best quality services and lead innovation for pathology.**

- ☐ We strive to be the best we can be. We are resilient and determined.
- ☐ We take managed risks and learn from our mistakes.
- ☐ We take a proactive and solutions-focused approach to our work.
- ☐ We use innovation and creativity to improve the quality and efficiency of our work.
- ☐ We are committed to continuous learning and development.