

# Senior Audio-Visual and Operations Coordinator

Recruitment pack

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## A message from our CEO, Vivienne Stern

Universities UK (UUK) is the collective voice of universities in England, Scotland, Wales and Northern Ireland. We bring them together to pursue a common cause: thriving universities, serving society.

My journey at UUK started as a Parliamentary Officer and I have progressed through the organisation from there, with the opportunity to work across a range of different teams, up to becoming CEO. This is testament to the fact that at UUK we support our people to succeed, helping us achieve our ambitious goals as an organisation as a result.

At UUK we believe that supporting our people to succeed involves prioritising wellbeing at work and being an inclusive employer. We employ a total of just under 160 staff across the UUK Group. In our 2023 staff survey, I am proud that we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

I am continually inspired by the passion and talent of the team at UUK. If you care about higher education, its ability to transform people's lives and its impact on wider society, then, in my opinion, there is no better place to do it than here.

# Who are we?

At Universities UK, we harness the power of the UK's universities and create the conditions for them to thrive. We are the collective voice of 141 universities, bringing them together to pursue a common cause: thriving universities, serving society.

This mission forms the core of our [strategic plan](#) which runs to 2030 and sets out our ambitions for the sector. Our influence, convening power, and insight will enable our universities to:

- transform the lives of more people from the UK and around the world through high-quality education.
- drive greater growth and prosperity through the knowledge and skills they generate, creating places that allow communities to flourish.
- be globally competitive centres of research, at the forefront of making ground-breaking discoveries with the power to change our world.

To help them achieve this we will:

- secure sustainable funding that enables our universities to serve society better.
- build trust and confidence that our universities are a national asset to be proud of and are acting in the best interests of society.



# Role description

**Post title:** Senior Audio-Visual and Operations Coordinator

**Responsible to:** Senior Venue Sales and Event Executive

**Salary:** £34,646 – £38,496

**Location:** London

**The team:** This position sits within the Operations team at the venue.

**Job summary:** Prime responsibility to process arrangements for events and manage the operation of events on the day in a busy events venue in central London. Are you an experienced AV tech looking to use your knowledge of all things AV, live streaming and hybrid conferencing to advise clients and work autonomously? Do you thrive in a customer facing environment providing fantastic customer service? If so we are looking for you! We have some of the latest AV equipment which would be your responsibility to upgrade and maintain as well as some fantastic clients to work with.

## Main responsibilities:

### CONFERENCE CENTRE DUTIES:

#### 1. Audio –Visual duties and responsibilities:

- Provide technical support to clients and staff before events and during conferences.
- Set up video conferencing and teleconferencing for clients and staff including all liaison with other party to arrange testing.
- Set up live streaming, virtual, video and hybrid conferencing using in house equipment and sourcing additional external equipment where required.
- Plan, specify and source AV equipment replacement and upgrades.
- Arranging and managing contract AV technicians to support online/hybrid events and holiday cover.
- Assist in the selection of the AV maintenance company and manage its performance against agreed criteria.
- Manage the AV maintenance and equipment purchasing budget ensuring value for money procurement.
- Install and / or manage the installation, of new equipment.
- Ensure that AV equipment is maintained, undertaking necessary repairs or utilising a maintenance company.
- Maintain inventory of equipment.
- Undertake routine testing for all AV equipment.
- Train colleagues in use of all equipment.
- Support Universities UK staff in the use of office based AV equipment.
- Report faults and defects of AV equipment, furniture and décor to the General Manager.
- Monitor events ensuring clients needs are met and equipment is performing at the optimum level.

#### 2. Meet and greet services:

- Welcome Conference Centre clients on arrival, checking event arrangements
- Advise clients on emergency and evacuation procedures
- Provide Health and Safety information as required
- Liaise with catering supervisor regarding any alterations

- Provide a professional and efficient front-of-house service that meets all clients needs
  - Ensure lay-out of rooms are compliant with Health and Safety Regulations and liaise with contract porters to arrange for timely set up of rooms.
  - Operate quality control procedures in order to ensure that the Conference Centre always meets the required standards.
  - Ensure an excellent level of service throughout the clients event reporting any issues to the facilities team or General Manager.
  - Be on call to respond to clients issues and requests and ensuring AV cover is provided when off site.
  - Provide assistance to clients and staff with PowerPoint presentations.
3. Liaise with clients by phone and email leading up to bookings to request their AV requirements and make the necessary arrangements.
  4. Draw layout plans using Microsoft Visio software and manage external contracted porters to ensure rooms are set up to clients requirements.
  5. Provide cover for the Head of Property and Facilities and Senior Venue Sales and Events Executive.
  6. Any other equivalent duties that may be designated by line management from time to time, as the service requires, in particular assisting other Facilities team members when occasionally required.

This job description will be reviewed and amended in the light of changing professional demands.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

The role is a standard 8 hours per day with an hour for lunch, will be worked according to the needs of the conference centre (predominantly 8am – 4pm Monday to Friday). The venue operates from Monday to Sunday 8am - 11pm so the work schedule will vary depending on requirements and there will be some occasional evening and weekend work. Universities UK operates a flexitime system which is applicable to this post.

## Compliance and governance

- to take responsibility for own health and safety in line with UUK H&S policy and current legislation and undertake such responsibilities as they relate to any employees, volunteers or contractors for which the post is responsible.
- to ensure compliance with UUK's internal procedures and all external legal requirements.

## Personal effectiveness

- to take responsibility as far as is practical for own personal development to ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

## General

- to show respect to colleagues, external partners and stakeholders, and to understand and adhere to UUK's Equal Opportunity policy, UUK Staff Standards of Conduct, and UUK's organisational capabilities.
- to work collegially, and to support all the teams which the post has contact with, in achieving the organisation's objectives.
- any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- This job description will be reviewed and amended in the light of changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

Last reviewed: *October 2025*



# Person specification

## Essential skills:

Essential skills	Assessment
Experience of operating AV equipment, such as digital mixing desks, PA systems, LCD projectors, streaming software and hardware, online video meeting and conferencing. Excellent IT skills, particularly Microsoft Office, particularly PowerPoint.	<i>Application form/ interview</i>
Good knowledge of live streaming, virtual, recording and hybrid conferencing including set up of equipment, testing and video conference platforms	<i>Application form/ interview</i>
Experienced in the functionality and use of virtual meeting software such as Zoom and Teams and video conferencing hardware.	<i>Application form/ interview</i>
Ability to communicate complicated arrangements effectively both verbally and in writing.	<i>Application form/ interview</i>
Ability to provide services or facilities to meet client's needs, i.e. creating new furniture arrangements, developing new audio-visual services.	<i>Application form/ interview</i>
Experience of providing AV and Operations services to external and/or internal clients and fully meeting their expectations	<i>Application form/ interview</i>
Approachable, outgoing personality with the ability to relate to clients and delegates with a passion for delivering exceptional	<i>Application form/ interview</i>

customer service. A can-do attitude to customer care issues and a problem solving approach to deliver services.

A flexible attitude to work, able to adjust normal working hours to cover colleagues and events. May be required to occasionally move furniture and set up rooms.

*Application form/ interview*

Experience of working in a busy conference, hotel or corporate events environment and meeting tight deadlines.

*Application form/ interview*

## Desirable skills:

### Desirable skills

### Assessed by

Previous experience of computerised conference/hotel room booking packages. Knowledge of Microsoft Visio space planning

Application form / interview

# Working at UUK: Benefits

If you care about higher education, its ability to transform people's lives and impact wider society, joining our team is a great opportunity.

Universities play a huge part in our everyday lives, and we want to help them make even more of a difference. We bring together leaders of UK universities to discuss higher education issues and represent and campaign on their behalf to the government, business, the media and beyond.

People drive our success, and we value everyone's work.

Universities UK operates a hybrid working framework involving the opportunity to work from home and in the office. There will be a small number of roles where employees will be required to work from an office, but typically the majority of employees will be able to work remotely on average 60% of their working week. All employees are welcome to use their contractual office for their whole working week if that is their preference.

*"I joined Universities UK three months after leaving university, and I immediately felt so welcomed and supported. I've been given opportunities to develop new skills, get involved in such a variety of interesting projects and work with colleagues across the organisation. It's a really friendly place to work and I feel trusted and valued to put my own views and ideas into practice."*

Sofia Henderson, Senior Content Producer

**TO FIND OUT MORE ABOUT STAFF BENEFITS AND WELLBEING, VISIT OUR [WORKING AT UUK PAGE](#)**

# Staff benefits

## Leave



- 27 days annual leave rising to 30 days after 3 years' service and 32 days after 5 years' service plus bank holidays.
- 4 closure days between Christmas and New year.
- 2 days paid leave each year for volunteering activities

## Well being



- Access to 24 hour 7 day a week Employee Assistant Programme which extends access to close family.
- Virtual Medical Care – 24 hour access to GP consultations.
- Mental Health First Aiders.
- Staff network groups.

## Financial wellbeing



- Interest free season ticket loans after 6 months.
- Staff benefit fund loan scheme
- 'learn for you' – claim £100 each year tax free towards hobbies and activities outside of work.
- Funding support for continuing development, up to 2/3 of course costs paid with the remaining funded through an interest free loan recovered through monthly pay.
- Generous pension scheme (USS or SAUL depending on role).
- Salary sacrifice Cyclescheme.
- Salary progression plans.
- a £45 contribution every two years towards eye tests and the purchase of glasses where required.

## External schemes



- Charity worker discounts.
- Apple hardware discount scheme.
- Access to Able Futures for mental wellbeing support.

## Our office facilities



- Tea/coffee/milk provided for refreshments.
- Kitchens available in all offices with access to fridges and microwaves.
- Shower facilities available (London and Cardiff).
- Cycle storage facilities.



# Equality, diversity and inclusion

We want every member of staff to feel that they belong, can be themselves and that their opinion counts.

We can only reach our ambitious goals with multi-skilled, multi-experienced teams. Different perspectives make our work better.

What unites us is a passion for higher education and the enthusiasm to spread the message about the positive impacts UK universities have on our society.

We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join UUK.

## An equal, inclusive and diverse place to work

Equality, diversity and inclusion help create new ideas and approaches to teaching, learning and research. With that in mind, we're building a culture where difference is valued. We're constantly evolving the programmes and tools that help all employees grow and manage rewarding careers.

**TO FIND OUT MORE ABOUT EQUALITY, DIVERSITY AND INCLUSION AT UNIVERSITIES UK,  
READ OUR [INCLUSION AND DIVERSITY ACTION PLAN](#)**

# Staff engagement and wellbeing at work

## Staff engagement

In our 2023 staff survey, we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

## Wellbeing at work

We care about the mental health and wellbeing of all our staff. Having open and honest conversations about mental health is important to us. Our commitment to staff wellbeing includes:

- Training some members of staff to become mental health first aiders so they are there for colleagues who need support and advice.
- Raising awareness by recognising Mental Health Awareness Week with external speakers, opportunities to come together and talk and take part in activities
- Training for managers and all staff on mental health awareness
- Employee Assistance support helpline.



Universities UK is the collective voice of 141 universities in England, Scotland, Wales and Northern Ireland.

Our mission is to create the conditions for

UK universities to be the best in the world; maximising their positive impact locally, nationally and globally.

Universities UK acts on behalf of universities, represented by their heads of institution



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