Conference and Events Facilities & AV Assistant

Role
To be responsible for cleaning, inspection and setting up of all meeting rooms, public rooms and other areas used for meetings, conferences and events including the set up and supervision of AV.

Job description
- Assist the Facilities and AV Supervisor with the day-to-day running of the public rooms in College. Ensuring the rooms are kept clean, tidy, and set up to clients’ requirements.
- To assist the Facilities & AV Supervisor with all A/V requirements and provision throughout the college.
- To be a point of contact for event organisers during their event, maintaining a high level of customer care at all times.

Key duties and responsibilities:

Meeting Rooms and AV:
Set-up conference meeting rooms according to conference requirements and under the direction of the Conference and Events Facilities Supervisor. This will include:

- Preparing and setting out directional signage to direct conference delegates to meeting rooms.
- Laying out furniture and the provision of audio-visual equipment.
- Ensuring meeting rooms are clean and tidy.
- Servicing all conference meeting rooms with water, glasses etc.
- Ensuring rooms are checked at each refreshment break and lunch time for any additional requirements.
- Ensuring rooms are returned to normal layout after use.

- Liaise with College staff, conference delegates and organisers as directed by the Facilities and AV Supervisor.
- Assist with the reception of guests including providing information, directing to rooms and acting as a central information point for all conference delegates to attend to their requirements and requests. This will involve liaising with other departments within the College.
- Monitor the room booking database for requests for the provision of audio/visual equipment for conferences and meetings and arrange for the equipment to be provided, as requested, and returned to store after use.
- Demonstrate the use of audio-visual equipment to conference delegates and organisers, College staff, Fellows and students.
- Run streaming and recorded events in the Auditorium when required.
- Maintain all audio-visual storage areas in a tidy and safe condition according to HSE guidelines.
General

- Support team members in achieving high standards of service in relation to all of the tasks listed above.
- Undertake deep cleaning of the conference storage areas and other public areas at specific times of the year.
- Undertake and assist in any other tasks as instructed by the Facilities & AV Supervisor within the overall function of the job.
- Liaise with the Catering team to ensure events are set up correctly and assist with set up if required.
- Assist other departments when required.
- Strict observation must be given to health and safety legislation training, instruction and guidance provided regarding manual handling, COSHH and risk assessment.

*These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.*

Where you fit into the structure: