JOB DESCRIPTION

Job Title	**AV Support Manager**
Reports to	**Director Teaching and Learning Technology**
Department	**Teaching and Learning Technology**
Job Family	**Business Services** **Level** 4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

Job Purpose

Provide leadership and guidance, and actively manage a team of customer-facing AV support engineers that support all members of the School community (staff, faculty, students, executive participants and alumni) on the School's AV facilities.

Responsible for maintenance and support of all AV technologies, ensuring faculty can be fully supported in their teaching with reliable and responsive technology.

Ensure good quality data is captured to provide meaningful reporting and identify trends.

Manage events, including requirement gathering, planning & resourcing (including third party resources).

Resource scheduling - ensuring appropriate levels of cover for Sussex Place and Samy Ofer Centre campuses during hours of support.

Conduct team meetings, operational reviews and attend other business-related meetings.

Manage productivity by conducting staff appraisals and regular 1 to 1s with team members. Ensure that team members are trained and developed.

Work closely with Teaching Technology Manager to review, identify, track and address all on-going operational issues and risks.

Drive Continuous Service Improvement opportunities within AV Support area.

Ensure escalations are dealt with in timely manner, providing clear feedback to the Technology Senior Management Team and other teams involved.

Ensure that best practice is adhered to at all times by ensuring processes and documentation is created and followed by the team.

Ensure effective collaboration between AV support and other departments

- Conduct training sessions with new and more experienced engineers
- Coaching and developing existing employees
- Hiring and staffing
- Organize and arrange study materials and study days

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Respond to requests from stakeholders and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within AV Support, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.
- Oversee onboarding of contractors who are delivering services for AV Support or events for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.
- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects to ensure delivery against project time, cost and quality standards, and targets

Process Improvement

- Research best practice in AV, and review, develop and improve relevant policies, processes and systems.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality AV Support service within agreed SLAs
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with the identification of trends and issues.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from faculty, staff, students, colleagues and stakeholders.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Excellent knowledge of Audio-Visual technologies and practices
- Manage, motivate, inspire, and lead the team of direct report AV Engineers
- Strong service management experience
- Process modelling and design experience
- Maintain a hands-on role as an AV Technician when required
- Ability to remain even tempered when under pressure and prioritise workloads effectively
- Proactive & Data Driven

Resources including team management

- Team of 6 AV Support Engineers

Staff	6
Budgets	n/a
Date Updated	16/08/2022