



## Trainee Audiovisual (AV) Operations Assistant

**Area:** Greater London / Central London

**Office Location:** Old Street

**Contract:** Full time, permanent

**Benefits:** Salary + Overtime, Laptop, Phone

**The Organisation:** Based in Central London, Crossover are one of the UK's leading AV Systems Integrators. We design, supply, and install a very wide range of audio & audiovisual systems for many types of commercial organisations, across several market sectors (public / corporate / retail / leisure & entertainment). Crossover is a dynamic business, operating within a healthy and growing industry sector, and we offer huge opportunities for personal development and for career progression.

**The Opportunity:** Working as a Trainee Audiovisual Operations Assistant you will support the business in day-to-day operations, procurement and logistics, learning a vast amount about the design and installation of audiovisual systems in the process.

You will assist the Systems Design team in designing and pricing audiovisual systems by researching product pricing, functionality and availability, through communication with suppliers and manufacturers. This work will primarily be office / computer-based.

You will also be actively supporting the Project Management and Installation teams, which will require some tasks that are site-based as well as dealing with urgent requirements for next day deliveries or specialist equipment.

If you have the interest and aptitude, you may also handle customer-facing tasks, resolving technical support problems with a range of audiovisual systems.

This is a role that suits a very careful, detailed and conscientious approach to work and a real interest in audiovisual technology.

Your role will likely be very varied, and will also include helping out within a larger team in other ways, as we often pitch in and support each other as required. We are looking for someone who has a real drive and who is looking to work hard in order to fast-track themselves and their skills through diligent hard work and commitment. Your task list will rarely be the same two days in a row, and your role will develop quickly as you build your skill-set and knowledge.

### Day-to-Day Tasks:

These will be the core responsibilities of the successful candidate. You would be fully trained on these processes, and undertake continued self-learning to become extremely proficient and efficient at them.

- **Procurement** – ordering of equipment for projects and stock items, liaising and negotiating with suppliers on the best pricing and lead times, organising deliveries
- **Logistics** – liaising with our storage / logistics team to track and deliver orders
- **Returns and repairs** – arranging returns and repairs with manufacturers for faulty products, facilitating postage
- **Office housekeeping** – tidying and organizing the office, upkeep of stationery stock
- **Sales documents and proposals** – Contributing information, pictures and diagrams, and other technical details needed for proposal documents (quotes).
- **Ad hoc tasks** – to aid the day-to-day running of the business, running errands to work locations

**Your role will also include:**

- Shadowing and closely assisting senior members of the team who are responsible for designing, specifying and pricing AV systems
- General administrative duties to assist with the smooth running of the team, such as; contributing to our blog and website, selling unwanted stock items on ebay, providing information to the accounts team etc.
- Some work 'on site' (during site surveys / support visits etc.)
- Learning and/or developing skills in other specialist software
- Attending training courses & trade exhibitions

**The right candidate will be:**

- Reliable, hard-working and enthusiastic
- Organised, with excellent attention to detail
- Technically minded. A qualification relating to professional audio, AV and/or IT is not a prerequisite, but would be an advantage
- Deeply interested in the world of audio and audiovisual systems, technologies and equipment
- Looking for a diverse role that's based mainly at a computer, but adaptable enough to work 'in the field' at client sites when required
- Fully computer literate
- As happy and comfortable working alone for a whole day, as working closely with others
- Able to communicate effectively verbally and in writing
- Based in or near London

**The right candidate will have:**

- A flexible 'can do' attitude. This includes a willingness to work overtime and unsociable hours if necessary; an overtime scheme will be agreed
- An aptitude for technical thinking and technical work. Specific AV skills or experience are an advantage rather than an essential prerequisite
- Full UK working rights
- A full driving licence would be an advantage, but is not a prerequisite

**Career development:**

There is scope within the business to develop as per your strengths and interests. This could include, but is not limited to:

- Systems Design - conceiving how best to fulfil a client brief with available technology, costing and sourcing system components
- Project Engineering – producing CAD drawings and schematics for AV projects
- Service and Technical Support
- Project Management – liaising with clients, design teams, installers and other contractors to deliver AV projects on time and budget

**How To Apply**

Please send a full detailed CV including references, and a covering letter explaining why you would be suited to this role. Please apply via e-mail only. Please state when you would be available to start full-time employment. You must be living and working in the UK legally. No agencies please.

recruitment@crossover-av.com