



Job Specification: AV Live Events Specialist

Area:	Central London / Greater London
Office Location:	Old Street
Contract:	Full time, permanent
Benefits:	Paid overtime, laptop, tools, mobile phone and pension plan

The Organisation:

Crossover is 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 lots of market sectors (corporate offices / leisure & entertainment / public / retail). We also provide AV technical events support for our clients, and this side of our business is growing with a strong pipeline of requirements in 2023. Our work usually includes technically innovative, bespoke and large-scale AV projects for high-profile clients, such as the BBC, NHS, well-known retail and high-end fitness brands, hotels, showrooms and many more, and our events work is often based on sites which we've either installed the AV systems or that we are contractually engaged to support AV systems.

We're based out of Old Street, in the heart of London's Tech sector, and the majority of our work is in Central London, although we deliver projects across the UK, and consultancy across the globe.

Our hard-working team pride themselves on attention to detail, a highly collaborative attitude. We foster a supportive, close-knit work environment with no egos or 'blame culture'. We're a dynamic company that values the opinions and ideas of all staff; we are constantly moving forward, and looking for like-minded team players who want to be a part of building something special. Perhaps above all, our team is made up of supportive, kind people that genuinely care about the work, and their colleagues, both personally and professionally.

The Opportunity:

This is a great opportunity for an experienced Live Events Specialist to join a leading and well-established AV Systems Integrator in Central London, who are looking grow their in-house expertise with live events.

Key Responsibilities:

- Production and delivery of live events, from initial events planning meetings with clients, through the proposal stage, right through to delivery and post-event debriefs & billing.
- Taking lead on production meetings for every event
- Delivering events on time, within budget, that meet and exceed expectations
- Managing events as an individual (i.e. the actual operational running of events as the AV Technician), as well as managing others (in-house and freelance) who are running their own events
- Management of event requirements, from an AV perspective
- Day to day logistics planning

- Sourcing, booking and management of freelance events technicians and external hire companies
- Managing supply chain
- Creation of reports, proposals, quotes, and internal instructions to invoice etc.
- Setting, communicating and maintaining timelines and priorities on every project
- Communicating, maintaining and developing client relationships
- Implementing and championing strong operational procedures
- Ensuring excellent customer service and quality delivery
- Working on pitch documents with the sales team and account managers

Events are often outside of standard working hours; by the nature of the business, schedules will change at short notice. The candidate must be flexible and adaptable and have a positive approach to the industry.

Based in Central London, including most clients/events based in Central London with some occasionally further afield in Greater London and the surrounding area. Hybrid working arrangement with office days currently 2 days per week, and the other three days WFH unless events work requires on-site work on those days.

Candidates must have:

- Minimum of 5 years relevant industry experience (preferably more)
- Well-rounded AV industry knowledge
- Event production knowledge
- Strong planning and implementation skills
- Daily planning experience
- Technical expertise and excellent problem-solving abilities
- The ability to make decisions autonomously and under instruction from director level
- Excellent time management, and the ability to prioritize workloads
- Enthusiasm, and be a flexible team player
- Outstanding attention to detail
- Excellent administrative skills in a busy and fast paced environment

The successful candidate must be:

- A highly presentable professional
- A fluent English speaker, with great communications skills.
- Calm under duress during events when technical issues arise
- Able to operate autonomously
- Great at building strong client relationships

The successful candidate must:

- Have at least 5 years' continuous technical operational and planning experience within AV Events, including producing and running live corporate events, exhibitions, conferences and product launches.
- Have knowledge of and operating knowledge to high standard of Audio / Sound, Lighting (intelligent & generic) Video / Data / IT

- Live within convenient commuting distance of Old Street, London. Ideally within 1 hour's commute.

Required technical skills

- Operation of vision mixers, audio mixers, cameras, lighting, wireless mic systems, streaming and recording equipment, to professionally run live events
- Knowledge of video production, streaming and recording equipment and protocols, brands such as Ross, AJA, Blackmagic Design
- Experience of all areas of AV technology including projection, (Crestron and QSYS), audio DSPs
- Knowledge of computer AV networking and technology, and protocols such as Dante, NDI
- Broadcast experience, and experience collaborating with external production crews
- Troubleshooting technical problems across all areas of live event technology, working with suppliers to quickly resolve any issues
- Computer literacy, familiar with Windows and Mac OS
- Knowledge of Microsoft Office packages – Word, Excel, PowerPoint
- Knowledge of videoconferencing platforms – Zoom, Webex, Teams etc
- Able to translate a client brief into technical requirements for external hire equipment
- Creation of both end user guides and technician level documentation for live events systems and processes

Career Development:

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. There is scope to develop as per your strengths and interests, and to play an influential role in shaping the growth of the company.