

# JOB DESCRIPTION

**JOB TITLE:** AV Event Manager  
**LOCATION:** New York, NY

## ROLE SUMMARY

The Event Manager's prime function is to provide AV event planning and management across a range of live events and to be accountable to all stakeholders for their delivery. The position involves a high degree of exposure, working with executive management and managing directors of the Bank to provide live event services.

All services should be delivered punctually at scheduled times and in accordance with agreed SLA's. The Event Manager is expected to manage all pre-event planning and resource scheduling, crewing, technical briefing, live event management and post-event wrap-up.

The Event Manager's responsibilities include, but are not limited to:

## DUTIES AND RESPONSIBILITIES

### Management

- Client Management – Building and maintaining client relationships.
- Team Management – Share management duties of technical staff in the delivery of live events.

### Training & Development

- Identify areas required for training and development for self, and complete necessary training as set out by manager.
- Monitor performance of team and provide feedback.

### Events & Broadcasting

- Project management of live broadcasts across the client's sites.
- Attend/co-ordinate event production meetings.
- Pre-event planning.
- On-site management and overall responsibility of events.
- Act in capacity of show called as and when required.
- Booking crew to the highest level of skill sets.
- Providing a concise technical brief to the operating crew.
- Outsourcing and booking of hire equipment and additional services.
- Event management of high profile auditorium based IPOs and Results presentations.
- Work with specialised production and facilities companies in the provision of events and broadcast.
- Provision of on-demand web casts that are posted on the client's intranet.
- Post-event wrap-up report and meeting, including identification of incidents and problems and ensuring these are documented and rectified prior to further events.

### Video/Audio Conferencing

- Management of video/audio conferences in support of live events.
- Best efforts should be made to ensure all sites are connected on time, fully tested and receiving/transmitting good audio/video.
- Assist with support for video/audio conferencing problems.
- Investigate faults and recommend further actions to rectify.

### General Duties

- Advise clients on best practice.
- Client relationship development.
- Provide regular feedback on communication issues and service improvements.
- Contribute to the ongoing development of operating procedures and processes.

### Global Coordination

- Maintaining a good working relationship with global AV events counterparts.
- Hold and attend regular meetings with global AV teams to discuss service and operations issues.

## SKILL SET REQUIREMENTS

### Person Specification

- Live event experience covering several disciplines within the events environment such as sound mixing, vision mixing, lighting, show calling and video conferencing technology.
- Experience of working within a corporate environment, ideally within the banking sector.
- Strong project management experience.
- Technical team management experience.
- Exceptional leadership capabilities.
- Possesses high quality communication skills, both verbal and written and is capable of articulating information in a clear and concise way.
- Process and procedure oriented.
- Has a possible attitude to helping and assisting customers.
- Is of a calm temperament and capable of displaying a composed demeanour when working under pressure.
- Work as a solid team player and yet is self-motivated and capable of working alone.
- Managed time well and capable of organising their own workload and consistently meets and exceeds deadlines.
- Must be punctual.
- Willingness to learn and to demonstrate ability to progress their own career.
- Experienced knowledge of Excel and general computer skills.
- A good understanding of resource booking systems.
- Technical fault finding experience, preferably demonstrated through a service desk environment.
- Understanding of best practice in video/audio conferencing and implementing of these technologies into the events environment.
- Previous event management experienced gained within an auditorium environment.

## QUALIFICATIONS

- Prince2 Foundation and Practitioner.
- ITIL v3 Foundation.
- Live Event/AV related degree.
- Infocomm essentials.

## WHY WORK FOR AVMI

- Be part of a fast-growing company working with some of the world's biggest brands
- Ambitions to become a global player (recent office openings in New York and Hong Kong)
- An evolving business that provides great opportunity for development and progression
- Full training program provided
- Great team environment