



## THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

### JOB DESCRIPTION FORM

<b>Job title:</b>	IT Audio Visual Engineer
<b>Department:</b>	Information Technology
<b>Reports to:</b>	Senior IT Audio Visual Engineer
<b>Key relationships:</b>	Information Technology RCN Events Team Venue Services
<b>Hours:</b>	35 hours per week (Required to work flexibly to meet the requirements of the job. Occasional travel within the UK, evening shifts, weekend work and extended days required to fulfil the duties of the post)
<b>Grade:</b>	G
<b>London weighting:</b>	As applicable
<b>Location:</b>	RCN UK HQ Office (London) – Travel to other RCN locations will be a requirement of this role

### JOB PURPOSE

The role of the IT Audio Visual Engineer is to advise and support the staff within the RCN and External Clients using the London HQ venue in the delivery of in-person, hybrid and virtual events.

### KEY RESPONSIBILITIES

#### 1. **Specific role responsibilities**

- 1.1 Ensure the reliable provision of Audio Visual systems at all RCN Offices and ensure these are regularly monitored, maintained and tested.

- 1.2 Work with the Venue Services team to ensure the Audio Visual systems at RCN HQ are able to meet their client's and RCN Staff's needs.
- 1.3 Set up, configure, operate and take down equipment for events in the RCN HQ offices both for external clients through the Venue Services team and internal staff hosting events.
- 1.4 Assist in the deliver of Audio Visual projects and events.
- 1.5 Manage the reliability, performance and availability of Audio Visual infrastructure.
- 1.6 Provide training at RCN UK HQ Offices for internal staff in the use of the Audio Visual meeting room systems and any new systems being introduced within the RCN.
- 1.7 Resolve Audio Visual incidents raised through the Service Desk tool and log resolutions.
- 1.8 Troubleshoot Audio Visual systems to rectify/prevent issues.
- 1.9 Produce statistics as required in relation to Audio Visual incidents and problems.
- 1.10 Ensure all Audio Visual systems are fully documented, are fit for purpose and any changes to the systems are followed with system operating procedures.
- 1.11 Ensure all Audio Visual system documentation is kept up to date and record any changes.
- 1.12 Provide expert support, advice and guidance to regional RCN sites on their Audio Visual systems.
- 1.13 Advise on system enhancements and make recommendations for improvements or replacements.
- 1.14 Undertake research and development.
- 1.15 Assist in the selection and acquisition of Audio Visual hardware and software.

## **2. Additional responsibilities**

- 2.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 2.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 2.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 2.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 2.5 Undertake any other duties as requested in line with the job role.

Job description updated by:  
Jonathan Fromings, Senior IT AV Engineer  
September 2024