

Apprentice AV Events Technician

Job Ref: REQ260193

Department Summary:

IT Services at Loughborough University are integral to the continued success of Loughborough University, rated a Top 10 university in all major league tables. We work closely with all our partners from across the University to support digital transformation and deliver outstanding levels of service that are recognised as the best in the country by our students in the National Student Survey. We are at the forefront of supporting the digital campus, protecting and securing our IT systems and developing strategies to take us forward in a rapidly evolving world. Our Director is currently a trustee of [UCISA](#) and we actively support professional development at all levels.

During the Covid-19 pandemic, we enabled staff and students to work successfully from anywhere and were key to a response which has been widely acknowledged as sector leading. We offer flexible working to IT colleagues where possible and understand the importance of a good work/life balance. In addition to working for an employer of choice on a stunning East Midlands campus, we offer an excellent range of benefits to our employees and pride ourselves on being family friendly.

An exciting opportunity has arisen to join our in-house team and the details are below. We particularly welcome applications from women and BAME communities as we are actively seeking to make our team more diverse. Please contact the recruiting manager for an informal chat if you are considering an application.

The first part of this career-graded post entails a fixed term contract during which you will complete the Audio-Visual Level 5 Apprenticeship. The first part will entail a work based apprentice with the apprenticeship itself (24-month programme) due to commence in September 2026 or January 2027, which provides you with learning and development for you to complete the level 5 Apprentice and thereafter, subject to achieving the qualification and meeting the relevant post requirements, you will move onto a permanent contract with the University and progress within the IT Services team to a role as an AV Events Support Assistant. The apprenticeship includes one day each week dedicated to off-the-job remote study with Middlesbrough College with the four remaining days dedicated to gaining your required work-based experience as part of the University's IT team.

Job Description

Job Grade: Technical Services Grade 3 (career graded post) – initial fixed term post moving to open ended on successful completion of relevant Apprenticeship and qualifications.

Job Purpose

To apply technical knowledge to provide both reactive & proactive technical support, maintenance and advice to users of University AV/IT systems. The primary focus for this job will be to provide AV Event support, support for the teaching, research and end user environments including teaching room technologies, ReVIEW lecture capture, video conferencing used by staff and students at the University and associated organisations also including external customers.

To undertake an Audio-Visual Level 5 Apprentice, to the benefit of the institution, matching the level of knowledge and responsibility expected from a developing AV Technician. All tuition is online via the college virtual learning environment.

Job Duties

- To provide high-quality audiovisual event support across the University, supporting the successful delivery of events through the effective planning, operation, and management of AV systems for internal and external stakeholders.
- To lead in the daily maintenance of both pool and school teaching spaces to ensure spaces are in a fit for purpose condition for use.
- Working with senior members of the team to undertake technical duties across both Loughborough and London campus to resolve problems and faults, and correct malfunctions, calling on help from more experienced colleagues if required, documenting results in accordance with agreed procedures, maintaining accurate records of user requests and outcomes, providing timely and accurate feedback to users.
- To provide advice and assistance to users in a clear and professional manner recommending solutions and products whilst ensuring compliance with agreed policies and procedures.
- To install, maintain and configure AV hardware and/or software complying with agreed standards and maintain records of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- To undertake monitoring and reporting tasks to maintain the effective operation of services, acting on known errors and documented workarounds, logging actions and advising supervisor or specialists when management or specialist attention is required.
- To provide an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- To assist senior technicians in providing routine training on the effective use of systems, products and services, providing information on the full range of capabilities to assist users in making more effective use of systems, products and services.
- To provide support, advice and guidance, installation, maintenance and incident resolution for staff and students in research and teaching environments including support for teaching room technologies, ReVIEW lecture capture, video conferencing and event production.
- To be available for call out, out of normal hours for conferences and events as required.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the AV Events Specialist

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	An interest in a career in AV & IT	1&3
	Experience of everyday desktop software, for example PPT, Adobe and graphics	1&3
	Basic experience and understanding of the use and technical capabilities of AV, Events or IT systems or equipment	1, 2&3
Skills and abilities	Ability to work collaboratively in a team with other members of the AV team and more broadly across IT Services	1&3
	Proven ability of working collaboratively to resolve or explain problems	1&3
	Good analytical and problem-solving skills and the ability to pro-actively respond to issues as they arise	1&3
	Knowledge of PC hardware, software and operating systems	1&3
Training	A desire to study and achieve an AV qualification and a willingness to comply with the requirements of a training contract	1&3
	Willingness to attend all compulsory induction activities as specified by the University and adherence to university policies	1&3
Qualifications	Educated to a Grade 4 or above (or Level 2 Functional Skills) in English and maths, plus a Level 3 in related qualifications or experience within the industry.	1&3
Other	The course at Middlesbrough College requires apprentices to be at least 18 years old. However, the University would consider an under-18 applicant undertaking the apprenticeship on a work-based placement until the course starts in either September 2026 or January 2027.	1&3
	Demonstrate an understanding and commitment to University policy on Equality, Diversity and Inclusion and Health and Safety Regulations	1&3
	Proven ability to work flexibility, undertaking various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.	1&3
	Willingness to work outside of normal working hours on request	1&3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in an AV/IT or Events role would be advantageous	1&3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher

Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.