



## Job Description

<b>Job Title:</b>	<b>AV Technician</b>
<b>Reporting to:</b>	Head of IT
<b>Direct Reports:</b>	None
<b>Grade:</b>	Technical and/or Team Supervisory
<b>Team:</b>	IT
<b>Group:</b>	Finance and Resources

### **ABOUT THE RAF MUSEUM**

The Royal Air Force Museum is a national museum, a Government non-departmental public body (NDPB) and a registered charity, with two sister sites at London and Cosford. RAF Museum Enterprises Ltd is the trading arm of the RAF Museum with all profits gift-aided to the Museum to support its charitable activities. Our purpose is to share the story of the Royal Air Force - past, present and future, using the stories of its people and our collections, to engage, entertain, inspire and encourage learning. Our overall vision is to inspire everyone with the RAF story – the people who shape it and its place in our lives.

The shared values that guide our planning and behaviour are:

- **INtegrity:** we are open, transparent and ethical
- **Sharing:** we work as a team to ensure our collections and expertise are accessible to all
- **Passion:** we care deeply about sharing our collections and their stories
- **Innovation:** we tell our stories and develop our business with creativity and imagination
- **Relevance:** we ensure our legacy by linking our histories with today and tomorrow
- **Excellence:** we are professional and strive to ensure excellence in all that we do

As an organisation, we aspire to be entrepreneurial, agile and sustainable in our approach, and have agreed five key strategic priorities which will underpin all that we do for the current strategic planning period to 2030:

- Inspiring innovative engagement, debate and reflection
- Connecting with communities and partners
- Inspiring our people within a dynamic, diverse and collaborative culture
- Fit for the future with brilliant basics
- Embedding an entrepreneurial, agile and sustainable approach

Underpinning everything that we do, the Museum has three overarching commitments that inform

our insight, business planning and strategy development, these are our:

- **Equity, Diversity and Inclusion Commitment** – we believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief. We aim to embed a supportive and open culture which is inclusive, positive and fair to all, develop flexible opportunities to encourage engagement with the Museum onsite, offsite and online and celebrate differences.
- **Sustainability Commitment** - we are in a climate emergency, and we are committed to addressing this crisis through our operation and with our audiences. We will operate in an environmentally sustainable way, applying the principles of sustainable development for the benefit of current and future generations, both locally and globally.
- **Health & Wellbeing Commitment** – we are committed to creating an environment where health and wellbeing are actively promoted, where people feel engaged and valued for their contribution. We aim to create a health promoting workplace where people can be themselves, feel their best and perform at their best, so we can deliver an exceptional experience for our visitors.

As a member of the RAF Museum team, you will play an important role in delivering our purpose and achieving our vision, ensuring that the Royal Air Force’s story continues to enrich and inspire current and future generations.

The Finance and Resources Group comprises the Finance, Human Resources (HR) and Volunteering, Estates, Development and IT teams. We support the Museum to manage and develop all resources and activities effectively and flexibly to meet its charitable objectives and strategic ambitions, within a professional, collaborative, diverse and entrepreneurial culture. The team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

### **Purpose of the Job**

To install, support and maintain AV and IT at the Museum for both the Events programme and public spaces.

### **Key Role Responsibilities**

- To support and facilitate the Museum’s AV and IT systems. Maintain the Museum’s AV lighting systems and associated rigging and trusses.
- To provide 1st and 2nd line technical support and problem solving for AV/digital interactive equipment.
- Take responsibility for monitoring of all gallery-based interactives.
- To provide technical support for museum public & corporate events (including outside of office hours).
- Undertake infrastructure repairs, installation & termination (CAT 5/6, Fibre, IP Telephony, electrical).

- To provide 1st line support for AV aspects of museum simulators.
- To take responsibility for the installation of new AV/digital interactive equipment, maintain existing hardware and recommend upgrades or replacements as appropriate, in the Museum event spaces and digital interactives.
- To undertake monitoring of AV systems remotely. Create, assign, respond to support tickets relating to AV and related issues.
- To liaise with external 3<sup>rd</sup> party vendors to facilitate the resolution of issues.
- To manage and oversee the work of external contractors. Ensure compliance with all relevant legislation, including CDM, WEEE, DDA and Health & Safety as appropriate.
- To support the IT Team with AV/IT projects.
- To undertake any other AV/IT duties as may reasonably be required.

### **Additional General Responsibilities**

#### **Relationships**

- Ensure effective communication with all stakeholders, both internally and externally.
- Work closely with other departments to deliver museum-wide programmes and objectives.
- Cultivate internal relationships that cross team boundaries and demonstrate positive collaboration and problem solving with all team members.
- Cultivate external relationships to identify potential new partners.
- Build and maintain partnerships with relevant external contacts and stakeholders.

#### **Budgets and Resources**

- Responsibility for AV maintenance budget.
- Work to reduce operational costs and maximise resources whilst maintaining standards of products and services.

#### **Policies and Procedures**

- Develop and maintain policies and procedures that support and deliver team objectives.
- Uphold both the spirit and letter of the Museums Association's Code of Ethics.
- Adhere to Museum policies, procedures and code of conduct, to protect people and the Museum's reputation, including GDPR, Health and Safety and Safeguarding policies and procedures.
- Professionally challenge procedures that do not add value to the Museum.

#### **Personal Responsibilities**

- Actively support and demonstrate the Museum's Values.
- Work as part of a team and support colleagues across the Museum.
- Protect the reputation of the Museum.

#### **General Consideration**

- The above job description is not intended to be a comprehensive list of key responsibilities, duties or requirements, and you are expected to carry out any other duties commensurate

with the scope and scale of your role. The job description should be reviewed regularly to ensure it remains an accurate reflection of your role.

- You will be expected to travel to other sites, as and when the role requires it, including outside the UK.

**Person Specification:**

The post holder **must** have (and be able to demonstrate) the following core/professional competencies:

COMPETENCY	DETAILS
<b>Essential technical competencies</b>	<ul style="list-style-type: none"> <li>• Experience of working within AV, particularly events lighting.</li> <li>• Experience with Rigging (permanent and temporary).</li> <li>• Experience with sound equipment.</li> <li>• Good level of general education, including GCSE English and maths, or equivalent.</li> <li>• Experience with dealing with internal and external stakeholders.</li> <li>• Computer literate, with knowledge of Microsoft packages.</li> <li>• Ability to work at heights.</li> </ul>
<b>Communication &amp; Engaging People</b>	<ul style="list-style-type: none"> <li>• Displays enthusiasm around activities, adopting a positive approach when interacting with others, and motivating team members.</li> <li>• Listens to, understands, respects and accepts different views, ideas and ways of working.</li> <li>• Expresses ideas and provides feedback in a timely and effective manner and with sensitivity and respect to others.</li> <li>• Gives credit and acknowledges contributions of individuals in team. Deals with team performance or behaviour, issues in a timely and suitable way.</li> <li>• Seeks effective ways of working with colleagues, team members and other stakeholders, sharing information, knowledge and experience.</li> </ul>
<b>Decision Making &amp; Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses experience and knowledge of standard practices, procedures or customs to evaluate problems and make appropriate decisions/provide appropriate advice.</li> <li>• Is able to deal with unfamiliar situations or issues in an effective manner, understanding when a situation requires reference to a relevant individual.</li> <li>• Takes initiative to suggest improvement ideas, sharing with the appropriate people in a constructive manner.</li> <li>• Takes ownership of problems in their own area of responsibility.</li> </ul>
<b>Delivering Results</b>	<ul style="list-style-type: none"> <li>• Is able to organise own and others' activities to deliver to expected standards and targets, with operational responsibility for a particular area.</li> <li>• Shows determination to meet own objectives and priorities and supports team members in doing the same.</li> <li>• Considers and pre-empts situations that may require changes to own or, if applicable, team's priorities, and plans accordingly.</li> <li>• Remains positive and focused on achieving outcomes, despite setbacks.</li> </ul>
<b>Change, Adaptability &amp;</b>	<ul style="list-style-type: none"> <li>• Is receptive and/or pro-actively identifies and contributes to new ideas and approaches and adapts accordingly.</li> </ul>

<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• Has the ability to handle conflicting priorities.</li> <li>• Ensures own or, if applicable, team, uncertainties around any proposed changes are promptly and constructively raised with the appropriate people/person.</li> <li>• Demonstrates an understanding of the need for change and adapts activities and approaches to successfully support the change.</li> </ul>
<b>Professional Excellence</b>	<ul style="list-style-type: none"> <li>• Demonstrates the appropriate level of technical and/or professional knowledge to fulfil the requirements of the role</li> <li>• Demonstrate pro-activity in seeking opportunities to develop skills, knowledge and experience within own area</li> <li>• Shows a willingness to take on new opportunities and activities to expand experience, skills and expertise</li> </ul>
<b>Strategy &amp; Leadership</b>	<ul style="list-style-type: none"> <li>• Understands the Museum's purpose, vision and strategic objectives, and how their own role, their team and other teams within the Museum, supports their achievement.</li> <li>• Positively influences and motivates others, building trust and co-operation within and between teams.</li> <li>• Ability to encourage other team members to achieve their goals.</li> </ul>

The following are desirable:

<b>COMPETENCY</b>	<b>DETAILS</b>
<b>Additional technical competencies</b>	<ul style="list-style-type: none"> <li>• Experience of working within the heritage industry.</li> <li>• Working knowledge of Windows systems,</li> <li>• Basic Knowledge of Networking, including patching, UTP cabling and TCP/IP.</li> <li>• Knowledge of AutoCAD or equivalent</li> <li>• Knowledge of current Health &amp; Safety regulation.</li> <li>• Knowledge of GDPR &amp; WEEE compliance.</li> </ul>

Date modified: 09/07/25

Modified by: Niels Fulcher

Approved by: Kam Sandhu-Patel