

# JOB DESCRIPTION



<b>Job Title:</b> Audio Visual & Classroom Support Apprentice
<b>Department:</b> Information Technology Services
<b>Faculty/Professional Service:</b> Central Services
<b>Location:</b> London
<b>Reports to:</b> Audio Visual & Classroom Support Manager
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Grade:</b> Grade 1
<b>Overall Purpose of the job:</b> As an AV Apprentice you will be working as part of the AV & Classroom Support Team who have overall responsibility for the support, installation, operation, upgrade and maintenance of audio-visual, video-conferencing and presentation facilities and services in venues across the School.  You'll work closely with the established members of the team, learning how the audio-visual infrastructure works, what faults occur and the processes for resolving them, dealing with user enquiries, problems and faults, the processes and practices for installing new equipment, and how we manage the whole lifecycle from new installation, through maintenance and operation to end-of-life equipment.  <b>Qualifications you will achieve as part of your AV Apprenticeship:</b>  As an apprentice you will commit 20% of your time working towards the Level 5 Audio Visual Apprenticeship Programme.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

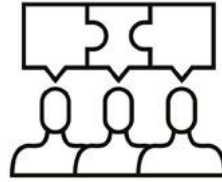
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## FACULTY/DEPARTMENT INFORMATION

The mission of IT Services is to support the teaching, research and learning activities of the staff and students of the School through:

- the provision of a robust and effective computer network
- the provision of prompt and efficient computer user support
- the development of new facilities and services relevant to the School's changing needs

IT Services is made up of 4 area groups which are split into 10 different teams, all overseen by the ITS Director.

## **Main Duties and Responsibilities**

The AV & Classroom Support Team have overall responsibility for the support, installation, operation, maintenance and upgrade of audio-visual, video-conferencing (incl. Zoom) and multimedia presentation facilities and services in venues across the School (including lecture theatres, classrooms, meeting rooms and teaching laboratories).

The AV & Classroom Support Team constitutes part of the wider Operations and Support Team, within IT Services.

As an AV Apprentice you will have the opportunity to both learn about and delivering AV equipment, support, installation and projects.

You'll complete internal placements with other parts of the IT service – to broaden your knowledge and introduce you to other aspects of IT Services.

The role will also involve you being part of the rota system, to ensure that we provide audio-visual cover between 8am and 6pm at our two sites, and ensure that our IT helpdesk is manned.

The role involves:

- Supporting audio-visual, multimedia and video conferencing presentation facilities and services. Responding to callouts for support from teaching staff, rectifying issues to ensure that their teaching can continue.
- Completing daily checks and periodic routines to ensure that the facilities are ready for use by staff and students. As the postholder's knowledge and confidence grows, this will include doing 'quick fixes' to see that any faults found are rectified.
- Taking ownership for the upkeep of the classroom AV equipment, conducting day to day activities such as replacing batteries, checking lamp hours, replacing missing guides/clickers etc.
- Working with the AV & Classroom Support Manager and other members of the AV & Classroom Support Team on project work, including learning the processes and stages which make a successful project, the interface that we have with contractors and other departments. Taking on responsibility for certain items as may be agreed with the AVCS Manager.
- Responsible for dealing with AV & Classroom tickets via the ServiceDesk system. Keeping the ticketing system up to date with all actions taken logged to ensure clarity on faults and user satisfaction.
- Assisting users on the helpdesk with first-line support issues, which might be from a wide range of issues. Either closing the call 'on the spot' to their satisfaction, or logging it and triaging to the correct team, at all times keeping the user informed.
- Liaising with other ITS staff on all relevant AV and video conferencing related matters.
- Adhering to service performance within any agreed targets, OLA or SLA's assuring a high quality service offering.

- Working as part of a team ensuring sufficient and appropriate onsite coverage to support teaching, meetings and events.

### ***Additional Information***

This scheme puts emphasis on learning in the workplace and testing new skills in a live environment. LSHTM are dedicated to supporting the development of their apprentices, so by the time you have completed the programme, you will have both the qualifications and experience to pursue a successful career in the Audio-Visual field.

### Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Education to GCSE/O Level standard or equivalent</li> </ul>	E
<b>Experience</b>	<ul style="list-style-type: none"> <li>Interest in a broad range of audio-visual and multimedia applications, devices and associated software</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience using video conferencing platforms, preferably Zoom</li> </ul>	D
	<ul style="list-style-type: none"> <li>Installing or connecting basic AV equipment such as projectors, screens or audio equipment</li> </ul>	D
	<ul style="list-style-type: none"> <li>Basic set up of audio equipment such as microphones, speakers, amplifiers or similar</li> </ul>	D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>General IT and PC skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>Knowledge of standard software including Microsoft office 365</li> </ul>	D
	<ul style="list-style-type: none"> <li>Basic knowledge of audio equipment such as microphones, speakers, amplifiers or similar</li> </ul>	D
<b>General</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>A strong customer focus – demonstrating a thorough understanding of customer needs</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to problem-solve and think creatively</li> </ul>	E
	<ul style="list-style-type: none"> <li>A commitment to learning, taking on new skills and tasks, and progression</li> </ul>	E
	<ul style="list-style-type: none"> <li>Commitment to School's LSHTM policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background</li> </ul>	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jan 2025

## **Salary and Conditions of Appointment**

The post is fixed term until 31 August 2027 and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 1 scale £25,327 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

You will be required to work on-site 4 days a week with 1 day per week on study and in peak periods this may increase to 5 days a week on-site.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.