

Job description and selection criteria

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| Job title | AV Support Officer |
| Division | Social Sciences |
| Department | Blavatnik School of Government |
| Location | Radcliffe Observatory Quarter, Walton Street, Oxford, OX2 6GG |
| Grade and salary | Grade 5: £31,459 - £36,616 (with a discretionary range to £39,749 based on relevant experience) |
| Hours | Full-time. The postholder will be expected to be on-site five days a week |
| Contract type | Three years |
| Reporting to | AV Manager |
| Vacancy ID | 175850 |

Overview of the role

We seek an experienced, capable AV Support Officer to join the Blavatnik School of Government IT Services team in the dynamic and growing Blavatnik School of Government in our stunning new building in the Radcliffe Observatory Quarter.

The AV Support Officer will be responsible for providing support to the school community for AV and IT related support requests across the core business areas of research, teaching, and administration. This role would prioritise the Audio-Visual elements.

They will have a comprehensive knowledge of audio-visual technologies, systems, and solutions with demonstrable experience in designing and installing audio-visual systems. You will be a self-starter capable of working in a busy and pressurised environment, either alone or as part of a larger team.

You will have proven experience delivering excellent customer service and technical support in an academic or corporate environment. Strong IT skills and an excellent understanding of both Mac and Windows operating systems are required.

Reflecting the nature and demands of a busy department, the normal working pattern will be by agreement within an 8 am – 8 pm working window. Post holders are expected to show flexibility and support occasional planned out-of-hours working to support IT change and other operational school needs by agreement with the Head of IT, AV and Operations.

Responsibilities

Support

- Act as first point of contact for staff and students requesting AV/IT Support via the Help desk, receiving and handling requests for support following agreed procedures.

- Respond to requests for support by providing information to enable incident resolution and promptly allocate or escalate request as appropriate.
- Assist staff, students, and visitor in using the School's meeting room facilities.
- Provide exemplary professional support for events held at the School including teaching, conferences, executive programmes, and external meetings.
- Assist in the setting up, operating, editing, and processing of lectures and events using a range of specialist AV hardware and software.
- Work closely with other members of the School's IT Services to coordinate upgrades and any other ongoing changes in infrastructure.
- Work with the AV Manager to ensure that timetabled teaching, recorded with automated lecture capture, and other regular events are prepared for and supported.
- Aid in the design, installation, and programming of Audio-Visual systems
- Assist in the delivery of the training sessions for end users.

Documentation

- Maintain an up-to-date inventory of AV devices, stock levels and available budget.
- Identify end-of-life products and plan accordingly for their phased removal.
- Keep meticulous records, diagrams, creation of the technical manuals and end user manuals

General Responsibilities

- To take part in the School's Annual Review scheme and undertake training as required.
- To fully comply with all the school's policies, including equality of opportunity and data protection.
- Keep up to date with rapid developments in IT and AV and maintain proficiency and certifications.
- Make a positive contribution to the team, e.g., through active participation in weekly team meetings; demonstrating discretionary effort; completing tasks; contributing ideas.
- Perform other related duties as required.

Selection criteria

Applications will be judged only against the criteria that are set out below. Applicants should ensure that their application shows very clearly how their skills and experience meet these criteria.

Essential

- Experience in an AV support role
- Excellent knowledge of AV technologies, including projection, digital signage, recording/editing (both audio and video) and live broadcast
- Experience in the setup, delivery and development of collaboration and communication systems such as Zoom and Microsoft Teams
- Demonstrable experience in the delivery of excellent customer service and technical support in an academic or corporate environment.
- Good understanding of both Mac and Windows operating and the Office suite of applications as well as experience of troubleshooting and support.
- Experience of working in a busy, pressured environment whilst organising and prioritising your work to meet tight deadlines
- Disciplined and well-organised, self-motivated, and willing to work flexibly and independently to deadlines.

- Experienced in the writing of technical documents such as technician manuals and end-user operation guides.
- Experience in filming, editing and digital production

Desirable

- Experience in the training of peers and end-users in the use of new technologies
- Working knowledge of IT networks
- Experience in the use and development of lecture capture systems

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010 and our founding dean is [Professor Ngaire Woods](#). We admitted the first 38 Master of Public Policy (MPP) students in 2012 and we currently accept around 140 MPP students and around eight doctoral students a year. We also accept a small group of students for our MSc in Public Policy Research.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all. You can find more information on the [Blavatnik School of Government's website](#).

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename. All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the HR team directly on recruit@bsg.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

BENEFITS OF WORKING AT THE UNIVERSITY

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme which is available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We have excellent childcare services, including five University nurseries as well as places at many other private nurseries. See <https://childcare.admin.ox.ac.uk/>

Supporting disability and health-related issues (including menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBTQ+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>