

JOB DESCRIPTION			
Job title	AV and Information Systems Coordinator	Department	Finance & Information Systems
Job holder		Reports to	Information Systems and Data Manager
Job type	Permanent, full time.	Date amended	March 2025
Job aim	<p>The AV and Information Systems Coordinator has lead responsibility for the technical operation of the audio-visual meeting environment, working with the Communications team (and staff across the Foundation) to deliver effective hybrid, online and in-person events.</p> <p>This role provides first line IT support to users, as well as administrative project support to the Information Systems team, covering multiple systems and continuous improvement projects and supporting the effective functioning of our office IT systems.</p>		
Resources	Staff reporting to this post: none Budget: none		
Responsibilities (including but not limited to):			
1. Meeting and AV support			
	<ul style="list-style-type: none">▪ In-house lead expertise for the operation of AV equipment, working closely with external providers and in liaison with the Information Systems and Data Manager.▪ To be the AV / IT lead for events taking place in the office; taking responsibility for IT elements of event delivery, including slide preparation, on the day sound testing and management, roving microphones and other duties as required.▪ To provide support for teams setting up online or hybrid meetings.▪ To provide on the day support for larger meetings using AV.▪ To carry out regular testing of the AV kit and report issues to the support company.		
2. Systems Support			
	<ul style="list-style-type: none">▪ To assist the Information Systems and Data Manager with the management of the other IT & AV systems that the Nuffield Foundation uses, including but not limited to: Office 365, FinancialForce, SAP Concur, PeopleHR, Crestron.▪ To assist with improvement work for existing systems and any new system implementation work.		
3. IT support			
	<ul style="list-style-type: none">▪ To provide immediate and ongoing IT support to users to resolve any issues arising.		

	<ul style="list-style-type: none"> ▪ To work with other organisations (Ramsac, Printer Logic, Smartway) to ensure users are supported, and to resolve any issues as required. ▪ To aid users with any questions regarding Microsoft packages and other software and systems. ▪ To contribute to new starter and leaver processes, including those regarding IT equipment and ID badges.
3. Administrative support	
	<ul style="list-style-type: none"> ▪ To coordinate team meetings and Information Systems workshops for wider staff members and to take minutes at those meetings where needed. ▪ To provide general administrative support to the Information Systems Team. ▪ To be responsible for the communications of the Information Systems team to the wider organisation. ▪ Convene the cross-organisation events management group meetings.
4. Additional Responsibilities	
	<ul style="list-style-type: none"> ▪ To engage with other Nuffield teams/staff members where appropriate to assist with and support their use of our systems, and their interactions with our outsourced IT Supplier. ▪ To provide ad-hoc facilities support when required ▪ To provide cover where required for team member absences.
Other	
	<p>The above list of key responsibilities (and associated activities) is not exhaustive. It may be necessary to carry out other work within the scope of the role, as reasonably requested.</p>

Person specification	Essential (E) or Desirable (D)
Experience	
<ul style="list-style-type: none"> Experience of providing excellent customer service, liaising with many people at different levels (both internally and externally) 	E
<ul style="list-style-type: none"> Experience of providing system training and support 	D
<ul style="list-style-type: none"> Experience of working in an IT/IS team 	D
<ul style="list-style-type: none"> Experience of working with data sets 	D
<ul style="list-style-type: none"> Experience of working in an administrative role including organising meetings and events 	D
<ul style="list-style-type: none"> Experience of working in a not-for-profit and/or a charitable foundation 	D
Knowledge and Skills	
<ul style="list-style-type: none"> Educated to A level standard or equivalent 	E
<ul style="list-style-type: none"> Excellent organisational skills 	E
<ul style="list-style-type: none"> Excellent English writing, editing and communications skills 	E
<ul style="list-style-type: none"> The ability to work to a high level of detail and accuracy 	E
<ul style="list-style-type: none"> High computer literacy (Microsoft office skills, including Word, Outlook and Excel, PowerPoint) 	E
Personal Qualities	
<ul style="list-style-type: none"> A well-organised, systematic and methodical approach to work 	E
<ul style="list-style-type: none"> Motivated to regularly undertake routine admin tasks, and when required embrace more technical system related work 	E
<ul style="list-style-type: none"> Thrives on working with competing priorities 	E
<ul style="list-style-type: none"> A team player, with strong interpersonal skills, able to work in a collaborative way in order to build and maintain good working relationships 	E
Special Job Requirements	
<ul style="list-style-type: none"> Previous experience of AV systems and their operation and/or a willingness to develop that expertise 	D
<ul style="list-style-type: none"> Ability to troubleshoot minor IT issues 	E
<ul style="list-style-type: none"> Able to approach IT crises in a calm and methodical way 	E