



JOB DESCRIPTION

VENUE TECHNICAL ACCOUNT MANAGER

COMPANY SUMMARY

Rockit is a technical production and hire company, supplying the event industry with technical services, lighting, sound and audio visual equipment. The company was founded in 2007 and has experienced rapid growth pre-pandemic, meeting and exceeding the needs of a wide and prestigious client base. Rockit is a small company, with a huge appetite to succeed, striving to maintain a personal, bespoke and flawless experience for our clients. Our 'can do' and thorough approach ensures the exceptional standards required to deliver the high quality events in which we pride ourselves. With our office & warehouse based in Hertfordshire, we have good transport links into Central London where the majority of our work is placed although our clients and events are placed across the UK.

JOB SUMMARY & WORKING DETAILS

Job Title: Venue Technical Account Manager – London EC4 Venue
Responsible to: Operations Director
Salary Range: £28,000 - £38,000 Dependent on Experience
Weekly Hours: 42.5 hours per week, 8.5 hours per day with a 30 minute lunch break. 5 days per week, Monday to Sunday as required, with a maximum of 2 weekends expected per month.
Overtime: Overtime rates are pro rated in line with salaries . You may be required to work late, outside of 'normal hours' during busy periods and a flexible approach to overtime will be required.
Holiday: 30 days including bank holidays. Our holiday year runs from March – February.
1 additional day holiday per year of service over 2 year, up to 10 years.

JOB OUTLINE

This role will be based at a prestigious Central London venue, as part of our in-house production team. The venue is a multi-room events venue with adaptable spaces ready to be transformed into the perfect event. As the sole in-house suppliers, Rockit provides complete production support to ensure every event is a great success. As a Venue Account Manager, you will be expected to be a skilled, diligent and supportive team member. This role requires you to be highly self-motivated, proactive, and able to work well in a high-pressured environment. You will be required to gain an understanding of the whole building and all its capabilities – lighting, sound, relays, video and cabling and the building itself, to maximise revenue. Daily, you will deal with enquiries, booking staff and equipment, and liaising with suppliers and other providers to produce thorough client quotations. You will be required to provide exceptional service, supporting the end clients and venue staff to plan each project to perfection, preparing and co-ordinating quotes, plans, service contracts and agreements. You will also undertake short and long-term plans considering account growth; package and service development; equipment maintenance, procurement and installation; and staff training. It is essential that you keep on top of the latest technologies, looking out for new equipment to keep our company one step ahead while organising the re-sale of ageing equipment to ensure our stockholding is at the forefront of our industry. This role has significant autonomy and is fully accountable for the delivery of projects with exceptionally high expectations of quality, timeliness, deliverables and outcomes. This is a client facing role where relationships are key so you will need to be well presented with a warm and accommodating personality that fosters trust and confidence. We are looking for someone who is happy to be proactive and use their ingenuity to develop and promote improvements. As well as the administrative elements of your role, you will also need to support with the technical execution of events and therefore you will need to be strong and have significant experience within the AV industry and must reflect our high standards and hard-working ethos throughout. Live events can mean long hours, with early starts, late evenings and work at the weekends so a positive, good-humoured attitude is essential alongside a passion for and dedication to the industry.

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VENUE TECHNICAL ACCOUNT MANAGER

ROLES AND RESPONSIBILITIES

To include but not restricted to:

- Building and nurturing new business, developing new revenue streams and managing the venue account
- Foster a strong working relationship between the venue and the full Rockit Team
- Lead the venue account to a standard of the best possible practice at all times, being fully accountable for all projects as well as the management and success of the account
- Be responsible for clear, detailed, timely and consistent communication between Rockit, the venue and the end client
- Prepare and deliver regular analysis reports for projects to key stakeholders
- Carefully monitoring financials for your events with clear profit and loss calculations
- Leading site meetings & technical assessment of the event, discussing client needs & requirements while promoting the best possible services from Rockit and the venue
- Producing quotes, carefully specifying equipment using current software systems
- Visualising, planning, and executing events from start to finish including producing thorough equipment lists
- Production of CAD plans, renders, room layouts, design, patch and power plans
- Sourcing cost effective and well-planned sub-hire solutions when in-house kit is unavailable
- Working with Operations to ensure plans and processes are thorough, accurate and timely
- Ensuring site, job and H&S paperwork, including RAMS, is accurately completed, processed and stored
- Managing and leading teams including freelancers, contractors and work experience students when on-site
- Active involvement with training, recruitment, influential change and decision making to drive company growth
- Developing rigorous procedures and protocols to further enhance efficiency and standards
- Any other reasonably requested duties as requested by the management

ESSENTIAL SKILLS

- Knowledge and experience within the AV/Events industry (Lighting, Sound, Video, Staging and Set)
- Project Management Experience
- Good IT knowledge
- Knowledge of both Mac and PC
- Thorough approach to working with close attention to detail
- Exceptional customer service with a polite and accommodating approach
- Excellent communication and organisation skills
- Excellent time management skills
- Tidy and organised working style
- Physically fit and capable of heavy lifting
- 'Can do' and flexible attitude
- Proactive and self-motivated
- Driven and happy to work alone
- Strong team player
- Proven ability to work well under pressure and with tight deadlines
- Full, clean, UK driving license
- Willingness to be a company First Aider

DESIRABLE SKILLS

- Venue Management Experience
- 2-5 years AV industry experience
- Qualification related to AV, live events or theatre production
- Scheduling Experience
- Transport/Logistics Experience
- Experience with hire tracking software and/or logistics management software
- Health and Safety management experience

APPLICATION

To apply for this position, please send a cover letter and CV to jobs@rockiteventproduction.co.uk or feel free to contact us with any queries you may have.

Interviews will be carried out as per the schedule on the website and the successful candidate will be required to start immediately or as soon as possible.