



Coventry University Students' Union

Job Description

Job Title:	Events and Technical Lead
Grade:	Grade 5
Department:	Services
Location:	Coventry Campus Facilities
Responsible to:	Venues and Facilities Manager
Responsible for:	Occasional Supervision of Student Staff

Purpose

To lead the delivery of events and technical operations across the Students' Union's venues, ensuring seamless coordination between clients, performers, and internal teams. The postholder will combine strong technical expertise with event management skills to oversee the setup, operation, and close-down of a wide range of live events, screenings, and student activities.

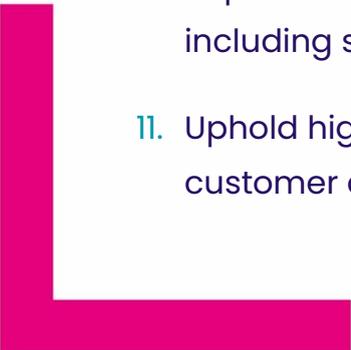
They will act as the main point of contact for client engagement, supporting clients before, during, and after events to ensure clear communication, smooth delivery, and an excellent customer experience.

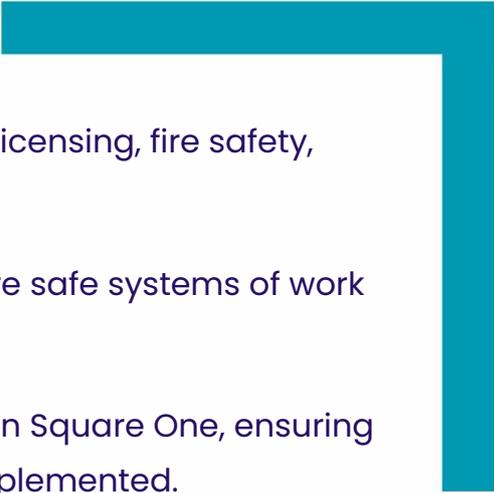
A key part of the role is maintaining the venue's technical infrastructure, ensuring all lighting, sound, and AV systems are operated safely, well-maintained, and compliant with regulations. Working with the Venues and Facilities Assistant Manager, the postholder will also lead and coordinate



technical and student staff to uphold high standards of safety, reliability, and operational performance.

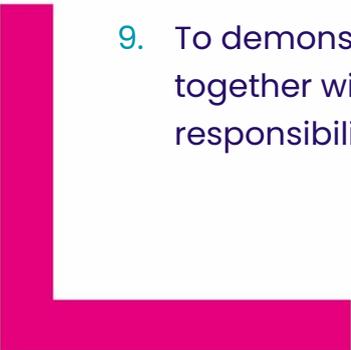
Main Duties and Responsibilities

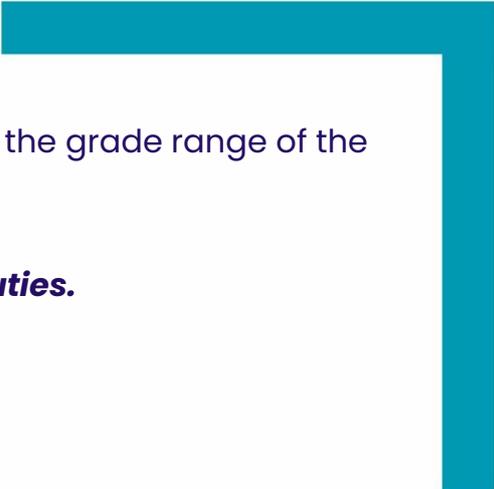
1. Lead on the planning, setup, delivery, and pack-down of all events, ensuring smooth and professional operations.
 2. Support the creation and development of new events, activities, and experiences that enhance the venue's offer and student engagement.
 3. Act as the primary contact for clients before, during, and after events, providing clear communication and excellent customer service.
 4. Operate and maintain venue and sport-related technical equipment including lighting, sound projection and AV systems to support activities and events across venues.
 5. Liaise with internal teams, external partners, and suppliers to coordinate all logistical and technical requirements.
 6. Carry out regular inspections and maintenance to ensure equipment remains safe, functional, and compliant.
 7. Diagnose and resolve technical issues, escalating where necessary to minimise disruption.
 8. Maintain accurate records of equipment use, maintenance, inspection records, PAT testing schedules as well as any incidents across all venues and facilities.
 9. Contribute to the continuous improvement of technical processes, procedures, and safety systems.
 10. Supervise and coordinate technical and event support teams, including student and casual staff.
 11. Uphold high standards of health and safety, professionalism, and customer care across all team members and/or student staff.
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12. Ensure all event operations comply with venue licensing, fire safety, and health and safety regulations.
 13. Prepare and review risk assessments and ensure safe systems of work are followed at all times.
 14. Act as the main point of contact during events in Square One, ensuring emergency procedures are understood and implemented.
 15. Support the administration of bookings, invoicing, and event documentation in line with internal procedures.
 16. Monitor event performance, costs, and customer feedback to inform improvements.
 17. Contribute to the ongoing development of the venue's technical capabilities and event offer.
 18. To monitor and maintain adequate supplies and equipment in the Venue area, to ensure continuity of service.
 19. Lead by example, ensuring front-line service is delivered within all our venues and facilities, mapping contingencies, staffing and financials.
 20. Participate in regular team meetings, briefings, and training opportunities.
 21. Respond to emergencies and incidents in a timely and effective manner, this will include offering first aid (if required).
 22. Work collaboratively with colleagues across Venues, Sport, and Commercial Services in developing a culture of shared ownership and pride across all Venues and Facilities operations.
 23. Demonstrate flexibility and professionalism when supporting operations at different locations based on business and client demand.
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24. Working evenings and weekends as required by the business. This can be either rota'd or ad hoc, depending on the services' needs.
 25. Willingness to undertake core training and development to deliver for the business, as required (e.g. Food Hygiene, First Aid, Customer Service training programmes etc).

General Responsibilities

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
 2. To undertake relevant research/development projects as required from time to time.
 3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
 4. To support and contribute to the Union's communities, committees, societies activities and campaigns as required.
 5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
 6. To work flexibly - this may at times include weekend and evenings.
 7. To abide by the Union's constitution, procedures and policies at all times.
 8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
 9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
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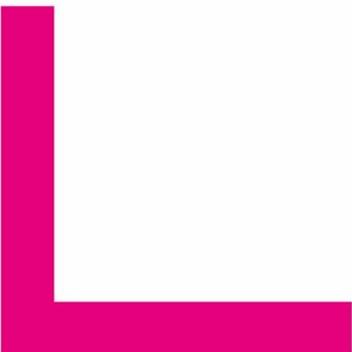
10. Undertake any other duties commensurate with the grade range of the post.

I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:



Person Specification and Shortlisting Criteria

Events and Technical Lead

All applicants must have eligibility to work in the UK

Shortlisting criteria and required experience:

This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions.

1. Demonstrable experience in the use, maintenance and troubleshooting of technical systems in venues (sound, lighting and visual equipment) – Essential
2. Experience in event planning, management and delivery – Essential
3. Knowledge of health and safety processes and risk assessment principles regarding technical equipment – Essential
4. Experience of building relationships with internal and external stakeholders – Essential
5. Experience of supervision of other staff – Desirable
6. Excellent computer literacy with the ability to quickly learn new systems and processes – Essential
7. Strong administrative skills and experience in adhering to, and managing others to adhere to, booking systems, financial processes and other reporting requirements – Essential
8. Understanding of Higher Education Organisation / Students' Unions or Membership Organisations – Desirable

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Excellent communication skills – verbal and written

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- Excellent interpersonal skills and organisational skills
 - A high degree of commitment to excellent customer care
 - Ability to work well in a team
 - Work on your own initiative without close supervision
 - Good understanding and awareness of equal opportunity and diversity
 - Flexible approach to working hours
 - Willingness to champion our organisation values: (We are Helpful, We are Inclusive, We are Ethical)

All staff are expected to comply with all Students' Union policies and procedures.

