



JOB DESCRIPTION

Title: Sound, Video and Broadcast Project Support Engineer

Reports to: Sound, Video and Broadcast Project Manager

Overall Purpose of the Job:

We are seeking a proactive and detail-oriented Project Support Engineer to support the ongoing development, maintenance, and optimisation of newly upgraded SVB systems and infrastructure. This role will focus on establishing robust processes and procedures for the effective administration and servicing of new systems, while ensuring that legacy systems gradually adopt these practices until their scheduled upgrade.

The successful candidate will be responsible for planning and implementing preventive maintenance programs and supporting the systematic decommissioning of outdated SVB equipment. A key part of the role includes developing and maintaining Standard Operating Procedures (SOPs) for SVB workshops, facilities, and stores—ensuring they are well maintained, appropriately equipped, and capable of supporting both current and future system requirements. This includes maintaining adequate spare parts to support existing systems during the transition period.

Working closely with the SVB Project Manager and SVB Manager, the Project Support Engineer will also contribute to long-term strategic planning, providing technical input to guide the continuous improvement and support of the department's systems and operational infrastructure.

Main Responsibilities:

Day to day technical operations

- Support and maintain the implementation and performance of the centralised IP-based production communications system (Riedel).
- Administer and maintain the SVB IP network, including the development and documentation of associated Standard Operating Procedures (SOPs).
- Drive improvements to the SVB asset management system, ensuring accurate tracking and lifecycle management of technical equipment.

- Review all proposed changes to the SVB network and other IT changes which may affect SVB services. Represent the SVB department at the RBO Change Advisory Board to ensure technical integrity and alignment with operational requirements.
- Design and implement effective ticketing and support systems for SVB end-users to streamline issue tracking and resolution.
- Serve as the primary technical liaison with Estates & Facilities for service desk issues related to SVB networks and physical infrastructure.
- Maintain comprehensive records of all technical operations, including installation, configuration, and safety data related to upgraded SVB systems.
- Identify ongoing and future resource requirements for maintenance activities and recommend appropriate technical personnel or specialists to meet operational needs.

Health and Safety

- Take personal responsibility for upholding a safe working environment and encourage a positive culture of health and safety within the team.
- Promote safe working practices and ensure that all technical work adheres to relevant Health & Safety legislation.
- Develop and review risk assessments and method statements in consultation with senior managers and the Health & Safety department to ensure they are thorough and up to date.
- Complete all mandatory Health and Safety training, including (but not limited to) Electrical Safety in line with BS7909/7671, as identified by the line manager.
- Report all near misses, incidents, or accidents in line with RBO policy and participate in follow-up reviews as required.

PERSON SPECIFICATION

Skills and Experience

- Demonstrated experience supporting SVB systems in large-scale professional theatre environments. Familiarity with IP-based communication systems is essential; hands-on experience with Riedel Communications Artist & Bolero equipment is strongly preferred.
- Proven ability to develop and implement standardised asset management and maintenance processes.
- In-depth knowledge and experience in administering media-focused IP networks.
- Strong understanding of current SVB technologies, with awareness of emerging developments.
- Ability to assess the technical needs of SVB renewal projects and make informed recommendations for system upgrades or modifications.
- Working knowledge of SVB design tools, including AutoCAD.

Project Management

- Experience supporting complex SVB and IT infrastructure projects, with heavy involvement during handover phase.
- Skilled in commissioning new systems, ensuring functionality, safety, and adherence to project goals.
- Strong planning and organisational skills with the ability to deliver outcomes within resource constraints and timelines.

Job Requirements

- High awareness of Health and Safety regulations and best practices in technical environments.
- Commitment to equality, diversity, and compliance with anti-discrimination legislation.
- Flexibility to work varied hours, including occasional travel or site work at other RBO locations as required.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.
- Commitment to understanding and upholding the charitable aims of the Royal Ballet and Opera – securing the future of ballet, opera and music, ensuring broad access to the artforms and reaching communities via our learning and participation programmes.

