

TRINITY LABAN

Creative Technology Services Technician Full-Time, Permanent

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TRINITY LABAN

Creative Technology Services Technician

Contract: Full-Time, Permanent

Salary: £31,026 - £34,697 p.a. (Including LWA)

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists.

As one of four technicians within the Creative Technology Services team, you will contribute to a wide range of technical support activities across the Conservatoire. The role will be predominantly based at the Laban Building, supporting and maintaining teaching and learning spaces, facilitating equipment loans and returns, and recording activities, whilst also working across other Trinity Laban sites as required.

Working as a core part of a collaborative team, you will bring a range of experience and be supported to develop skills across multiple service areas, including:

- Day-to-day support and troubleshooting of teaching and learning spaces, ensuring audiovisual systems, presentation technology and multimedia equipment are fully operational.*
- Managing the issue, return, maintenance and preparation of loanable equipment for students and staff, including cameras, audio equipment, projectors, laptops, and accessories.*
- Video and audio capture of selected performances, assessments, rehearsals and events, including editing, quality assurance, and distribution of recordings through institutional platforms.*
- Supporting basic live sound, recording, and audiovisual requirements for rehearsals, performances, seminars, and other institutional events.*
- Assisting Recording Engineers, Live Sound Engineers, and Production staff in performance venues, theatres and other specialist spaces.*
- Providing technical assistance and advice to students and staff using creative technologies in teaching, learning, rehearsal, and performance activities.*

As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to your supporting statement, otherwise we will not be able to consider your application.

Closing Date: 23:59 hours BST, Monday 31 August 2026 (No Agencies)

Interview Date: Thursday 10 September 2026

For any queries about this position that are not covered in the job pack, please email Katerina Filsofopoulou, Talent Resourcing and Organisational Development Officer on: staffrecruitment@trinitylaban.ac.uk

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London. Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in

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Job Description

Post:	Creative Technology Services Technician
Department:	Creative Technology Services
Reporting to:	Creative Technology Services Manager
Grade:	5
Contract:	Full-Time, Permanent

PURPOSE OF ROLE:

The Creative Technology Services Technician is a key member of the Creative Technology Services team, responsible for supporting teaching and learning activities through the provision of high-quality audiovisual, multimedia and equipment support services.

The Creative Technology Services Technician provides first-line technical support to students and staff across Trinity Laban. The post holder will be responsible for resolving day-to-day issues relating to teaching spaces, audiovisual systems, multimedia technologies and loanable equipment, ensuring users receive a responsive, professional and customer-focused service. They will also be responsible for the routine editing, encoding and publishing of content to the Conservatoire's media platforms, and will contribute to recording, event support, and other Creative Technology Services activities as required.

Working collaboratively with colleagues, the post holder will contribute to performance support activities across the Conservatoire, including occasional live sound support, recording, production, and other event support at Trinity Laban's various sites.

Main duties

Teaching & Learning Support

- Provide first-line technical support for teaching and learning spaces, ensuring audiovisual systems are operational and ready for use.
- Diagnose and resolve audio, video, presentation, and connectivity issues affecting teaching activities.
- Assist staff and students in the effective use of classroom and studio technology.
- Create and maintain user guides, knowledgebase articles and support documentation.

Equipment Loans & Support

- Coordinate equipment loans, returns and reservations for students and staff.
- Prepare, test, maintain and store equipment including cameras, microphones, projectors, laptops and related accessories.
- Maintain accurate inventory records and assist with equipment audits and lifecycle

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management.

- Identify equipment requiring repair, replacement, or servicing.

Media Services

- Edit, process and encode audio and video content to appropriate formats and delivery specifications, ensuring consistent technical quality and consistency with brand guidelines.
- Regularly upload, publish and manage content on the Conservatoire's media streaming and archive platforms, maintaining accurate titling, metadata, and access permissions.
- Support staff and students in the use of video and audio editing software and media workflows.

Recording & Event Support

- Support video and audio recording of selected performances, assessments, rehearsals and other events.
- Assist Recording Engineers, Live Sound Engineers and Production staff with live sound, recording and audiovisual requirements in theatres, performance spaces and other venues, as required.
- Assist with the AV requirements of seminars, conferences, open days and other institutional events as required.

Service Development

- Contribute to the continuous improvement of Creative Technology Services.
- Identify opportunities to enhance recording facilities, workflows, equipment provision, and user experience.
- Participate in departmental meetings, projects, and cross-department initiatives.
- Keep up to date with developments in teaching and learning technology, audiovisual production, and higher education practice

The Postholder must:

- *Be available to work evenings and weekends as necessary to attend events and performances*
- *Be available for regional or overseas travel from time to time*
- *At all times be committed to Trinity Laban's Equality and Diversity Policy.*

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications and satisfactory references.

If you are unsure of your right to work in the UK, you can use the GOV.UK visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker route.

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to the receipt satisfactory references covering current or most recent employment and the past three years of work.

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Conservatoire Values:

All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at <https://www.trinitylaban.ac.uk/about-us/>.

All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

Trinity Laban has a no smoking policy on its premises.

Creative Technology Services Technician Person Specification

Criteria	Specification	E/D	Measured By
Education / Qualifications	Undergraduate degree in multimedia production, technical media studies, performing arts, or related discipline, or Relevant vocational or technical qualification or equivalent experience in audiovisual, media, sound engineering, or other related discipline.	Essential	Application
Experience	Demonstrable experience providing front-line technical support for audiovisual, IT or presentation equipment in a busy, customer-facing environment.	Essential	Application / Interview
	Experience of editing, processing, and publishing audio and video content using industry standard software (ideally including Davinci Resolve and Adobe Premiere Pro).	Essential	Application
	Experience assisting with live sound or AV for performances or events	Desirable	Application
	Experience working within a Higher Education, Conservatoire or similar creative/performing arts environment	Desirable	Application
Knowledge / Understanding	Good working knowledge of AV systems, signal flow and common connectivity standards (e.g. HDMI, XLR, networked AV) in order to troubleshoot, diagnose, and resolve faults	Essential	Interview
	Understanding of audio and video file formats, codecs, resolutions and delivery specifications, and of how to encode and prepare content efficiently for streaming and archive platforms	Essential	Interview
	Awareness of accessible and inclusive practice in supporting students and staff with diverse needs, including captioning and accessible media	Desirable	Application
	Basic knowledge of live sound and production practices in performance venues	Desirable	Interview

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Skills and Abilities	<i>Excellent customer service and communication skills, and the ability to explain technical matters clearly to non-technical students and staff</i>	<i>Essential</i>	<i>Interview</i>
	<i>Strong organisational skills, able to manage multiple, competing demands (e.g. loan requests, room faults, content deadlines) accurately and calmly</i>	<i>Essential</i>	<i>Interview</i>
	<i>Effective problem-solving skills and ability to use initiative to diagnose and resolve technical issues, escalating appropriately</i>	<i>Essential</i>	<i>Interview</i>
	<i>Confident working with macOS and Windows devices, including experience or enthusiasm to learn specific creative software (e.g. QLab, Isadora, etc)</i>	<i>Desirable</i>	<i>Application</i>
	<i>Experience using a helpdesk/service desk and responding to queries promptly and effectively, escalating where appropriate</i>	<i>Desirable</i>	<i>Application</i>
Personal Qualities	<i>Reliable and punctual, with a strong sense of ownership and accountability</i>	<i>Essential</i>	<i>Application</i>
	<i>Flexible and collaborative team player, willing to work across sites and support colleagues at busy times.</i>	<i>Essential</i>	<i>Application</i>
	<i>Enthusiasm for creative technology and teaching and learning environments, with a proactive approach to service improvement.</i>	<i>Essential</i>	<i>Interview</i>
Special Working Requirements	<i>Willingness and ability to work occasional evenings and weekends as required, for which time off in lieu is given (advanced notice will be provided)</i>	<i>Essential</i>	<i>Application</i>

Please note, that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

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Conditions of Service Summary & Staff Benefits

Contract:	<i>Full-Time, Permanent, subject to 6 month probationary period.</i>
Hours:	<i>35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening and weekend working will be required during busy periods, for which time off in lieu will be given.</i>
Location:	<i>You will be based at the Laban building, Creekside but may also be required to work at the King Charles Court, Old Royal Naval college, and Blackheath Halls.</i>
Salary:	<i>Trinity Laban Staff Salary Scale, Grade 5, Incremental Points 16 - 21, £31,026 - £34,697 p.a., inclusive of a London Weighting Allowance of £4,319 p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.</i>
Holidays:	<i>25 days, in addition to Statutory, Bank and Public Holidays</i>
Sick Pay:	<i>Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.</i>
Pension Scheme:	<i>The successful candidate will be auto enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 6.1% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 14.5% of pensionable salary.</i>
Staff Development:	<i>A range of Staff Development opportunities are available.</i>
Library:	<i>The Laban Library & Archive and the Jerwood Library of the Performing Arts are available for use.</i>
Car Parking:	<i>A limited number of parking spaces are available at the Old Royal Naval College and the Laban Building, subject to availability.</i>
Cafeteria:	<i>Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.</i>
Events:	<i>There is a wide range of music and dance performances each week, many of which are free to members of staff.</i>
Classes:	<i>Free weekly staff Pilates class as well as reduced rates and access to Adult Classes.</i>
Eye Care:	<i>Vouchers for eye tests are available for VDU users.</i>
Health:	<i>Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.</i>
Cycle to Work:	<i>A cycle to work scheme is operated</i>

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Give as you earn: *A give as you earn scheme is operated.*

Information on Trinity Laban

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world-class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

*We work in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues. **To find out more, visit www.trinitylaban.ac.uk***