

Role Profile

Job Title:	Event Technology Co-ordinator
Salary/Banding:	2
Role Holder:	
Department:	Events
Location:	Lilleshall
Reporting to:	Event Technology Manager

Role Summary:

The overall purpose of this role is to support the development, maintenance and deployment of event technology, across the portfolio of British Gymnastics events.

Main Areas of Responsibility:

1. Support the development and maintenance of the event scoring system.

Typical Activities:

Scoring System

- Ensuring a full understanding of the British Gymnastics scoring system technologies including Perl, MySQL, PHP and associated network, infrastructure, security and documentation.
- Supporting the planning, creation, development, improvement, troubleshooting and delivery of the system
- Attending planning, creative and development meetings to determine development requirements and specifications
- Assisting with the development and advancement of the architecture and functionality of the system e.g. integration with BGtv for graphics; the development of an electronic data interchange process to facilitate a broadcast TV graphics feed to the host broadcaster for televised events; commentator information system terminals; electronic vault number display boards etc.
- Supporting server side development; data architecture and handling; data security; CRM technology integration; web and mobile platforms etc.
- Undertaking pre-launch system testing; correcting software defects; monitoring data security/exploitation, monitoring/reflecting on user experiences and recommending improvements e.g. speed, performance, usability etc.
- Maintaining technical specifications and project documentation
- Supporting user training and the development of training materials/manuals
- Assisting with the planned maintenance of software and hardware, maintenance of the asset register, H&S compliance etc.

Success Measures:

- Evidence of a full understanding of the scoring system
- Accuracy of events results produced
- Value of contribution to the development of the system
- Completion of effective planned maintenance
- Minimisation of system errors/faults
- Feedback from line manager, colleagues, system users, event partners, event spectators and other stakeholders.

2. Support the technical aspects of the BGTV operation

Typical Activities:

- Assist with the playout of VTs and scoring graphics at major events and functions
- Assist in the cabling and installation of tv and video equipment at major events and functions
- Contribute to setup and operation of other sports presentation equipment as required.
- Supporting the BGTv team with the technical aspects of live event broadcasts
- Capturing and converting footage from events as required

Success Measures:

- Timely playout of VTs
- Effective installation of equipment with minimisation of technical errors and faults
- Feedback from line manager, colleagues, system users, event partners, event spectators and other stakeholders.

3. Support the development of event technology

Typical Activities:

- Contributing fresh ideas in relation to emerging technology solutions/applications for event presentation
- Researching and contributing new concepts/ideas including solutions that span content, design, workflow and emerging technology/applications
- Attending meetings/working with colleagues from Events, Marketing and Communications and IT to ensure a holistic approach to the development and delivery, in line with resource/budgetary constraints and strategic corporate aims
- Assisting with the development and testing of new technology solutions/applications
- Maintaining event technology equipment; co-ordinating equipment hire, where appropriate.

Success Measures:

- Value of contribution to event technology development (ideas and deliverables)
- Feedback from line manager, colleagues, event partners/ spectators and other stakeholders.

4. General

Typical Activities:

- Operational delivery of the scoring, event presentation and BGTV systems at nominated events:
 - Loading requirements
 - Transport
 - Rigging
 - Liaison with competition Organisers, Technical Committee members, judges , contractors, etc
 - Deployment and management of contracted staff and volunteers
 - Training of scoring system users (judges, secretaries, panel managers etc)
 - System management throughout the event
 - Resolution of technical issues
 - Operational integration with other systems (app, website, social media, graphics etc, results distribution service)
 - Archiving and backup of system and data
 - Events department asset management, maintenance and testing

Success Measures:

- Attendance and contribution at events
- Accurate and up-to-date asset register
- Evidence of effective resolution to technical issues whilst at events
- Evidence of effective co-ordination of colleagues, contractors and volunteers whilst at events
- Timely capture and publication of event data to the website/web applications
- Minimisation of errors and technical issues with the scoring and results process
- Feedback from line manager, event partners, colleagues, contractors and volunteers.

Role Requirements:

1. Knowledge, Skills and Expertise

This role requires the holder to have an active interest in technology, web application and systems development; and a working knowledge of a range of current IT software development skills including: programming and scripting languages such as PHP, C#, Javascript, JQuery, Ajax, and SQL, use of web services (SOAP and XML), and current web standards (HTML5 and CSS, W3C standards).

The role holder should also have knowledge of audio-visual standard, systems and protocols.

In addition, the role holder will require good planning and organisational skills for supporting/overseeing the use of event technology at nominated events; good interpersonal skills for contributing at meetings, co-ordinating contractors/volunteers and exchanging information with event partners/system users; along with good problem solving and project management skills.

2. People

This role requires the role holder to share/transfer knowledge with colleagues and system users (internal and external) in order for them to gain maximum operational efficiency from the systems, and where appropriate co-ordinate/oversee the work of contractors and volunteers at events.

The ability to work as part of a team is crucial integrating their own work area with the plans and responsibilities of other colleagues within the department and with that of outside agencies, companies and contractors.

3. Shaping Direction

This role requires the holder to effectively plan and prioritise their own workload in accordance with the pre-agreed work programme, or pre-planned schedule of work for events.

The role requires the ability to manage multiple events which are all at different phases of their planning cycle.

The role holder will be required to test, monitor and analyse the impact of system/technology developments and make appropriate recommendations for continuous improvement.

4. Developing Solutions

This role requires the holder to use their initiative when recommending developments to event technology systems and processes; ensuring input is current, innovative, relevant and deliverable, and considers the availability of resources/budget, the organisation's brand/brand values and the strategic corporate aims.

In addition there is a requirement for the role holder to demonstrate creativity and impact when developing programming and user functionality, and in the production/delivery of effective user guides.

In the main solutions are determined by the systems/technology capabilities and relevant policies/procedures/protocol.

A methodical approach with great attention to detail is required for all aspects of the role. Whilst excellent planning skills are required, the post holder should demonstrate flexibility and the ability to react to changing and unforeseen circumstances.

5. Decision Making

This role requires the holder to make decisions in a pressurised event environment in relation to their own work programme and the appropriate action to take when faced with unplanned technology and logistical issues at events; and make informed recommendations regarding the development of systems and event technology.

6. Communicating

This role requires the holder to demonstrate appropriate interpersonal and communication skills for effectively working with colleagues, event partners, contractors and volunteers; for handling a broad range of technical/non-technical issues/problems and development requirements; and for presenting and explaining new ways of working made possible by advances in technology.

In the main communication is by meeting, telephone, email, the development of user manuals/instructions and attendance at events.