# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Production Facility</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Media Arts</td>
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<tr>
<td>Job type</td>
<td>Technical &amp; Operational Manager</td>
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<tr>
<td>Grade:</td>
<td>8</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Department</td>
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</tbody>
</table>
| Accountable for:    | 1x Desktop Support Coordinator  
|                     | 1x Studio Manager            
|                     | 1x Interactive Media Technician 
|                     | 1x StoryFutures Academy Technician  
|                     | 3x Media Arts Technicians    
|                     | 1 x Production Resources Coordinator 
|                     | 1 FTE Art & Design Technician 
|                     | 1 x Production Coordinator  |

## Purpose of the Post

The Head of Production Facility provides technical and operational leadership for the specialist support services that facilitate students’ media practice work, including the management of the technical staff, premises, facilities, skills training, technical resources, and other enabling provisions that constitute the Media Arts Centre operation.

## Key Tasks

- To continually review and develop the Media Arts Centre facilities and services in line with the department’s strategic objectives, in support of the Department’s academic programmes. Currently, these services include provision of specialist IT (our locally-networked creative desktop, serving four media labs and twelve digital production suites), equipment loan service for digital film production, television studio, and art department.
- To ensure continual delivery of a range of high-quality training, advisory, supporting services, and specialist learning resources, that enable students to engage fully with an increasingly diverse range of creative practice workflows. Providing related service information for students and academic staff.
- To manage the Media Arts Centre staff, including ensuring their continuing personal and professional development, to enable effective performance and timely service delivery. This includes managing staff continuity, monitoring annual leave, sickness, part-time hours, lieu-time arrangements for out of hours support, etc.
- To coordinate the effective deployment of the technical team’s expertise in the provision of both scheduled and informal technical and operational skills training for students engaged in a diverse range of creative skills activity, primarily in support of their coursework and potential employability. This requires holistic overview across all taught programmes and ensuring effective dialogue between course teaching staff and assigned link-technicians at a more detailed operational level.
To review, devise, and adjust Media Arts Centre staff roles to ensure changing service demands are effectively provisioned. This includes staff recruitment, devising job descriptions, person specifications, etc., initiating contract change requests, assisting with staff grading reviews, engaging temporary/casual staff (including student assistants) etc.

Ensure optimum performance of the Media Arts Centre’s physical estate and installed specialist facilities, much of which is offered 24-7 throughout the year. This includes operating effective scheduling arrangements and ensuring maintenance issues are resolved promptly. Access to specialist resources is a key performance indicator in the annual National Student Survey and it is necessary to maintain a high level of perceived performance in this respect.

To contribute to the School of Performing and Digital Arts annual planning and act as the Department’s specialist advisor and lead stakeholder for projects concerned with the development of the Department’s technical resources. Also to manage implementation of the Department’s capital equipment projects and other specialist resource outputs.

To participate actively in relevant School and Department committees and other fora, with particular regard to service provision for taught programmes, including Teaching and Learning Committee, UG and PGT student staff committees, course planning sub groups, etc.

In compliance with the College’s financial procures, implementing appropriate procurement and expenditure arrangements for the Media Arts Centre, including drafting specialist tender specifications in liaison with appropriate procurement specialists, liaising with specialist suppliers, monitoring expenditure, initiating purchase order instructions, and managing card purchases.

To act as the Department’s Health and Safety Coordinator to assist the Head of Department with implementing the College’s health & safety policies and procedures at department level, with due reference to specialist operating processes relevant to the creative industries. This includes writing and communicating health and safety instruction to staff and students, providing advisory support, monitoring student training progress, etc.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Own technical team, collectively and individually
- Students as service users (including student reps)
- Head of Department
- Head of School
- Media Arts academic staff, especially course teaching staff
- School Manager and School admin staff
- Research project staff and partners, especially StoryFutures/StoryFutures Academy
- Staff in professional services, including HR/Organisational Development, Finance/Procurement, IT Services, Estates, Campus Services, etc.
- Fellow technical and operational managers in other Departments