**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Technical Operations</th>
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<tbody>
<tr>
<td>School/ Department / Unit:</td>
<td>School of Performing and Digital Arts</td>
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<tr>
<td>Job type</td>
<td>18 months fixed term appointment (renewable)</td>
</tr>
<tr>
<td>Grade:</td>
<td>As per RHUL grade, with allowance</td>
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<tr>
<td>Accountable to:</td>
<td>Executive Dean of School</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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</table>

**Purpose of the Post**

The Head of Technical Operations is an ‘acting up’ senior leadership role in the School of Performing and Digital Arts (PDA). They will be a member of the School Executive Committee, and will collaborate as part of this team to set the strategic direction and goals for the School – in particular, as these relate to the use of resources, technical expertise and estate.

The role holder is responsible for developing the leadership of technical staff and operations across the School, ensuring excellent outcomes, cost effective and high quality resourcing and facilities, and consistency in provision. They are also responsible for helping to embed the Technician Commitment, in order to improve the visibility, recognition, career development and sustainability for all technicians working in the School.

**Key Tasks**
Leadership

- Taking an overview of technical operations, developing clear strategies and pathways to implement policies that enhance the student/user experience of using the technical facilities in the School.
- Acting as the main point of contact for students, staff and external users for complex technical advice in support of teaching programmes, external activities and research, enabling delivery of intended outcomes.
- Acting as the School's lead and primary point of contact for issues related to health and safety, business continuity, and risk (escalating issues to the Executive Dean and collaborating with the HSO, Estates, Building Managers, School Managers and Health and Safety Committee as required).
- Assisting with the capital bid investment programme to ensure the process works to identify key strategic investments in new technologies or equipment that will benefit the School's technical provision and enhance the student experience.
- Initiating, gathering and evaluating feedback from service users (eg. students, technical staff and academics) to generate reports and provide information and key findings to the School Executive, identifying necessary service adaptations to ensure service standards are met successfully.
- Ensuring that the activity and achievements of the School's technicians are publicised and disseminated both within and outside the University, to share good practice and raise the visibility of the Technicians Commitment.
- Strengthening partnerships with the technical leadership in other Schools and share good practice.
- Participating in appropriate University Committees as required e.g. Health and Safety Committee.
- Developing the University's and School's relationships with key suppliers and industry partners, promoting industry links across the School's technical spaces.
- Embedding environmental sustainability as part of all decision-making processes.

Creating Enabling Infrastructure

- Advising the School Executive on how to maintain and implement appropriate and effective levels of professional and technical support for teaching, student experience and research activity.
- Significantly contributing to the coordination of an effective technical infrastructure that supports staff and students across the School, and ensures the optimum use of resources, technical expertise and estate.
- Supporting the School in the development of plans, policies, and initiatives to enhance resources, space and facilities for teaching and learning activities and in order to offer programmes that meet the demands of a changing market.
- Liaising with senior academic staff to identify and implement new technical resources and skills training in line with course requirements; participating in course validations and identifying through this process where changes or improvements to existing resources should be made.
- Monitoring and advising on expenditure of allocated consumables, technical and capital budgets and procurement at School level, in a time of competing priorities.
- Ensuring the maintenance of the School's IT infrastructure for secure, efficient and compliant teaching and assessment; Working closely with IT Services to review existing services and scope future requirements of course-aligned and University-wide resources.
• Completing regular walkarounds of the estates used by the School, internal and external, and rectifying or reporting issues as required.
• Keeping up to date with new developments within existing and emerging technologies and relevant areas of professional practice; Contributing to future developments, defining technical resource requirements and specifications, including for the implementation of new digital and emerging technologies.

Effective Operations and Delivery
• Working with Technical Operations Managers to provide guidance and management to ensure effective performance and full compliance of agreed standards of work; Ensuring the safe and efficient use of technical resources and compliance with legislative guidance.
• Reviewing and evaluating the management of specialist technical areas and associated staffing, resource development, facilities, resources and budget requirement.
• Carrying out reviews and discussions on an ongoing basis with technical teams and team members to identify performance and development needs; Organising or planning individual and group staff development for technicians.
• Supporting the Health and Safety Committee on the risk assessment process within the School, including for fieldwork, travel, and events, and providing advice to the Executive Dean as required.
• Ensuring that suitable information and training is provided to staff working with high-hazard equipment or substances.
• Coordinating the implementation and purchase of new equipment and resources, working with the University finance team and the School Business Manager to ensure University financial regulations are adhered to.
• Generating reports concerning use of space/facilities/equipment and allocated consumable budgets, identifying patterns of usage to feed into the planning and allocation of future resources.
• Ensuring compliance with current Health and Safety requirements and procedures in accordance with good practice and the relevant legal requirement; Ensuring relevant and up to date records are kept and liaising with Estates and contractors in this regard; Regular liaising with the University’s Health and Safety Director to review best practice and compliance in all technical areas; Undertaking training relevant and appropriate to a managerial role.
**School Executive Responsibilities**

The role is a member of the School Executive which has the following general responsibilities:

- To work as a leadership team to lead change within the School in pursuit of strategic objectives;
- To encourage a spirit of co-operative working, especially with central professional services units, and active engagement with University policies;
- To ensure that the University and School strategies and other relevant information are shared across the School through cascades and staff engagement activities;
- To demonstrate effective leadership that ensures a culture of fairness and inclusion and promote diversity;
- To develop relationships and networks involving individuals and organisations in order to promote the University, School and Departments, in support of the overall University mission and goals.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their 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**

Reporting to the Executive Dean, the role works closely with Heads of Department and Vice Deans, the School Manager, Director of Curriculum and Skills Development, Technical Operations Managers, and the University’s Director of IT, Director of Health, Safety & Business Continuity and Director of Estates, as well as Building Managers. It is important to maintain an effective internal network of staff across the School and beyond.