



JOB DESCRIPTION

DESCRIPTION OF RESPONSIBILITIES	
Job Title:	CoSTAR National Lab Engagement Manager
School/ Department / Unit:	StoryFutures
Job type:	Full Time, Permanent - Professional Services
Grade:	RHUL 7
Accountable to:	Head of Marketing & Communications, CoSTAR National Lab
Accountable for:	None
<p>The postholder will be responsible for supporting the curation and delivery of content, resources, networking activity and events at the CoSTAR National Lab and building engagement across the CoSTAR Network Access Programmes: Pilots & Prototyping (PPP) and Enterprise & Commercialisation (E&C); and in-person and online communities.</p> <p>They will focus on building communities of interest around our piloting activity and our business incubation, acceleration and growth activity, to unlock further value and drive wider impact.</p> <p>This post holder will also engage with those working in the creative industries to inform and shape our work, including SME's around the UK and larger organisations across Film, TV, Games, Media & Technology sectors.</p>	
Purpose of the Post	
<p>The Role will:</p> <ul style="list-style-type: none"> • Develop and implement communications, outreach and events to support our CoSTAR Access Programmes. • Collaborate with cross-functional and interdisciplinary teams within CoSTAR National Lab and across CoSTAR Network to create and manage content and a calendar of activity for Access Programmes, ensuring it is relevant, and aligned with CoSTAR priorities and strategy. • Lead activities to strengthen communication and collaboration across the core partners (RHUL, Abertay, NFTS, Surrey) to develop cross-functional teams. • Plan, curate and deliver virtual, hybrid and in person events, webinars, masterclasses and community meetups to engage and connect with our different audiences. • Schedule and manage programmes, content and delivery to agreed timelines and budgets and organise internal teams and partners to deliver. • Collaborate with the CoSTAR Network Labs and associated venues and facilities to co-deliver and facilitate CoSTAR Access and community programme logistics. • Plan and manage an annual calendar of comms, marketing and outreach activities in conjunction with the Head of MarComms and wider team, to ensure all CoSTAR Access Programmes (PPP and E&C) meet communications and outreach objectives. • Attend relevant CoSTAR Access Programmes planning and production meetings with National Lab and Network Labs to ensure we have visibility of all future plans and activities. 	

<ul style="list-style-type: none"> • Liaise with and manage external programme stakeholders, industry contacts and partnerships and manage associated CRM databases. 	
Key Tasks	
<ul style="list-style-type: none"> • Oversee the planning and delivery of key events to support CoSTAR National Lab and Network objectives and engagement with relevant target audiences. • Collaborate with colleagues in the wider Communications and Marketing team to develop marketing collateral and support outreach and engagement across all comms channels e.g. Events, Web, Social Media, CRM, Blog. • Collaborating with internal teams, to ensure support for outreach and community initiatives. • Foster positive and inclusive outreach and community environments, encouraging active participation and interaction. • Monitor industry trends and provide insights and advice to the relevant CoSTAR teams and programmes. • Manage community CRM and data management for Access Programmes in conjunction with wider MarComms team. • Work with the Head of Delivery to ensure the accurate capture of data about activities and events, directed by the Head of Marketing & Communications and Head of E&C, through project reports, surveys and event feedback. • To actively contribute to an inclusive and sustainability-aware culture of active staff engagement within the CoSTAR National Lab. 	
Other Duties	
<p>Duties may vary 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 his/her/their manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted, with the expectation that the post holder will base their work at the National Lab at Royal Holloway's Egham campus in Surrey and at Pinewood Studios in Iwer from early 2026.</p>	
Internal & External Relationships	
<p>The role will work within the CoSTAR Marketing & Communications team and report into the Head of Marketing & Communications and will also work closely with the CoSTAR National Lab Producers and Head of E&C / Heads of PPP when required.</p> <p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <p>Internal</p> <ul style="list-style-type: none"> • CoSTAR National Lab: MarComms, Operations, Producers, Coordinators, Researchers, Academics, Heads of E&C / PPP. • RHUL departments – MarComms, PR, Events, Outreach, External Engagement. • RHUL legal, finance, procurement teams. • CoSTAR National Lab core partners at Abertay University, NFTS and Uni of Surrey. <p>External</p> <ul style="list-style-type: none"> • CoSTAR National Lab additional partners including BT, Pinewood & Disguise. • CoSTAR Network Labs and partner organisations. 	

- External Stakeholders.
- UK Creative enterprises within the CoSTAR network and wider UK ecosystem.
- Academics and researchers.
- Investment community and industry expertise.
- National, local and international governments and policy makers.
- Our funders: UKRI/AHRC.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Department: StoryFutures

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Educated to degree level or evidence of equivalent work or research experience.	X		Application Form
Experience of working in creative or digital industries and the way they contribute to innovation, inclusions, diversity, and sustainability.	X		
Skills Knowledge and Experience			
Working knowledge of the creative or digital industry sector research and innovation ecosystem.	X		Application Form/Interview
Previous experience and expertise in managing, producing and delivering communications and outreach activities, community programmes and events with multiple internal & external stakeholders and organisations.	X		Application Form
Experience of working with a broad range of internal and external stakeholders, managing communications and co-ordinating input.	X		Interview
Ability to work collaboratively as part of a team and work flexibly across a range of different work environments spanning industry and academia.	X		Interview
Experience coordinating multiple projects, activities and events, setting out project timelines, tracking delivery, organising logistics, and reporting on project activities.	X		Application Form/Interview
Excellent interpersonal and communication skills, including team working, presentation, networking and ability to understand client needs effectively and efficiently.	X		Interview

Outstanding ability to work proactively and independently	X		Interview
Experience of network and relationship building between companies operating in the creative industries.		X	Application Form
Experience of stakeholder engagement management, including client relationship management processes and systems (e.g. Sales Force, Zoho, Mailchimp, Apptivo, Eventbrite, Trello or other large complex databases/spreadsheets/systems)		X	Interview
Knowledge and experience of KPI and impact monitoring		X	Interview
Special Conditions / Other requirements			
Ability to travel nationally.		X	Interview
A commitment to continuous personal development.	X		Interview
A commitment to working in, and contributing towards, a culture of inclusion and diversity	X		Application Form
A commitment to developing best practice in sustainability	X		Interview