JOB DESCRIPTION

Job Title:	CoSTAR Technical Operations Manager
Department / Unit:	StoryFutures / CoSTAR National Lab
Job type	Professional Services
Grade:	8
Accountable to:	Director of Technology, CoSTAR National Lab & Studio Manager
Accountable for:	Technical operations team, including studio technicians, DevOps engineers, systems engineers and external suppliers.

Purpose of the Post

The Technical Operations Manager will oversee and optimise the technical infrastructure and operations of the CoSTAR Stage at Pinewood Studios. Working closely with the CoSTAR leadership team at Royal Holloway and the Studio Manager at NFTS, the postholder will ensure the effective coordination, integration and maintenance of the studio technology and production systems for all users of the Labs: from core partners to creative technology companies.

This includes managing multidisciplinary teams and fostering continual process improvements to strengthen technical capability and performance.

Key Tasks

Technical Operations:

- Lead and manage a multidisciplinary technical team, ensuring operational excellence across hardware, software and network infrastructure.
- Coordinate schedules, workloads and priorities between in-house staff and contracted suppliers.
- Oversee the commissioning, maintenance and optimisation of media studio systems, including converged production stages.
- Manage supplier relationships, including negotiation, service-level agreements and performance reviews.
- Develop and implement operational procedures, documentation and escalation processes alongside the Studio Manager.
- Work with leadership to forecast technical resource needs for projects and experiments.
- Ensure compliance with safety, security and data protection requirements.
- Work with colleagues across Royal Holloway and the CoSTAR National Lab to develop a culture of excellence, promoting innovation, team-working, and collaboration
- Work to ensure the CoSTAR National Lab remains at the forefront of technical integration of AI for converged media production.

Leadership and Collaboration:

- Partner with the Studio Manager and Director of Technology to align operational goals with strategic objectives.
- Foster collaboration between engineering, commercial and R&D teams.

- Provide clear communication between technical staff, management and external partners.
- Proactively contribute to Royal Holloway's and the CoSTAR National Lab culture and environment which supports and values Diversity, Inclusion and Sustainability (DIS).
- Support with recruitment and line management of staff.
- Manage teams, and be managed through, matrix management to work effectively in a cross-institutional manner that is foundational to CoSTAR National Lab.

Process Development:

- Alongside the Studio Manager; define, implement and refine best practices for operational workflows.
- Integrate R&D code/software into the CoSTAR National Lab's technology stack and work with Lab leads across the CoSTAR network to align technical infrastructure to a network roadmap – including integrating core components from other Labs into the CoSTAR's technology infrastructure.
- Support ongoing evaluation of technical systems and recommend improvements.
- Keep up to date with best in industry technologies and practice, making recommendations to Directors, Studio Manager and other Lab Leads in the CoSTAR Network about technical operations.
- Lead on technical areas of sustainability and inclusivity initiatives within the CoSTAR National Lab, supporting other initiatives as required.
- Develop and document processes for workflows around new and emerging technologies, including Generative AI and Computer Vision.

Other Duties

The duties listed are not exhaustive and may be varied in line with the changing needs of the CoSTAR National Lab / University.

The post holder may be required to undertake other duties as appropriate and requested by management, including out-of-hours support for key filming or events.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

PERSON SPECIFICATION

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

Job Title: CoSTAR Technical Operations Manager	Department: CoSTAR National Lab		
Knowledge, Education, Qualifications and Training	Essential	Desirable	Tested by: (Application, Interview, Test)
Proven experience managing multidisciplinary technical teams in a media technology, R&D or virtual production environment.	X		Application / Interview
Strong technical understanding of AV, network and stage infrastructure systems.	X		Interview
Knowledge of production pipelines, live event systems and immersive media technologies.	X		Application / Interview
Understanding of media production tools such as Disguise, Unreal Engine or advanced media server workflows.	X		Interview
Familiarity with R&D or innovation-led technology programmes, including emerging uses of AI		X	Interview
Detailed knowledge of one or more technical areas of relevance to current projects in CoSTAR: Creative technologies, Media, Games, AI	X		Application / Interview
Skills and/ or Abilities			
Studio Engineering: skilled in building, maintaining, and optimising the technical environment that supports virtual production workflows.		X	Interview
Leadership of self and others: The ability to motivate, inspire and develop yourself and direct other staff and contractors contributing to project work.	X		Interview
Problem Solving: The ability to access and analyse information to define issues and identify appropriate solutions.	X		Interview
Planning & Organising: Strong organisational skills and ability to manage projects and people across multiple tasks on a wide range of projects and ongoing deadlines.	X		Application / Interview

Resilience: The ability to maintain personal effectiveness in the face of pressure, setbacks or when dealing with challenging situations.	X		Interview
Communication: The ability to effectively listen, understand and convey messages in a way that is appropriate to the audience with good written and oral communication skills.	X		Interview
Transfer: The ability to define and deliver transferable assets which can make an impact in CoSTAR and/ or wider industry.	X		Interview
Flexibility (adaptability): The ability to respond positively to change.	X		Interview
Technical literacy: Broad applicable knowledge across AV, IT, and stage systems, paired with commercial acumen and a commitment to safety, security and compliance.	X		Application / Interview
Experience			
Operational and Leadership Expertise: Proven success managing complex technical operations across production and live environments. Demonstrated leadership skills to motivate and coordinate multidisciplinary technical teams.	X		Application
The successful candidate will need to be proven in at least one of the following three areas of experience: 1. Film Production Expertise: Demonstrable understanding of film and video production workflows, including camera, lighting, audio and post-production systems. Experienced in coordinating technical operations across studio and location shoots to maintain creative and technical alignment; OR 2. Live Performance / Stage Expertise: Demonstrable experience supporting or managing live and stage-based productions, with solid knowledge of lighting, sound, rigging and stage control systems. Brings practical expertise in real-time troubleshooting and audience-facing production standards; OR 3. XR / Immersive Expertise: Demonstrable experience with mixed reality environments, including virtual production, AR and VR. Experienced in integrating tools such as Unreal Engine, Disguise and	X		Application / Interview

real-time tracking systems within immersive workflows. Maintains up-to-date knowledge of emerging XR tools and standards to support innovation and interoperability.			
Development Expertise: Strong familiarity with the full software development lifecycle, from requirements and design through testing, deployment and maintenance. Committed to collaborative development practices and continuous technical improvement.		X	Application / Interview
Other requirements			
Skilled communicator open to collaboration across teams and partners to achieve operational efficiency.	X		Interview
Strategic thinker with a hands-on approach to problem-solving.	X		Interview
A commitment to continuous personal development related to pursuing the state-of-the-art in software engineering.	X		Interview
A proactive approach to professional development.	X		Interview