

Technical Services Manager – Computational Arts

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,
Norwich University of the Arts*

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Norwich University of the Arts is seeking an experienced and dynamic Technical Services Manager to lead and develop our technical support provision across Computational Arts. This is a pivotal role in shaping the technical environment for a diverse and innovative range of creative disciplines, including Creative Technology, Games Art Design and Development, Computer Science, Animation & VFX, Creative Coding, Creative Computing, Robotics, and Data Science.

The successful candidate will be responsible for managing a team of technical specialists and overseeing the operation and development of specialist facilities, studios, and equipment. You will work closely with academic colleagues to support curriculum delivery and research activity, ensuring that technical services are aligned with the evolving needs of students and staff. A key part of the role will be to ensure health and safety compliance, promote best practice in technical operations, and foster a culture of innovation and continuous improvement.

We are looking for someone with significant experience in technical management or a senior technical role within higher education or a creative/technology-focused environment. You should have a strong knowledge of one or more of the subject areas listed above, excellent leadership and organisational skills, and a proactive, solutions-focused approach. A commitment to supporting creative learning and research is essential.

Norwich University of the Arts is renowned for its vibrant, creative community and its commitment to excellence in teaching, research, and technical innovation. This role offers a unique opportunity to contribute to the future of computational arts at the university.



Technical Services Manager – Computational Arts

37 Hours per week for 52 weeks per year / Full-time

Salary: £38,784 to £46,049

Closing date for applications: 27th October 2025

Interview date: 11th November 2025





Job Description

Technical Services Manager – Computational Arts

Reporting to: Head of Technical Services

Job Purpose

- To consult with the Head of Technical Services and academic teams to ensure technical resources and pedagogy are effectively and constructively aligned to meet the needs and creative ambitions of our academic staff and students.
- To support staff and students through lessons and projects by ensuring technical resources and activities are delivered and working effectively and safely.
- Be responsible for the effective day to day operation of resources and services and deploying staff and equipment to meet the needs of the academic research, knowledge exchange and business activity.
- Provide high quality technical support for specialist teaching areas.



Duties and Responsibilities

Technical Instruction & Learning

- Consult with the Teaching Resources Manager and academic teams to coordinate and deliver schemes of technical instruction that are constructively aligned to academic delivery and support learning outcomes and enhance the student experience
- Consult with academic teams to coordinate use of technical resources to support high quality learning and teaching and research activity to enhance the student experience
- Oversee the maintenance and inform the development of a diverse range of equipment to meet technical instruction, learning and research needs
- Assist with learning and teaching activities in different environments such as studios workshops, computer labs, technical studios and performance and exhibition spaces as needed
- Provide guidance and advice to students, helping them to identify appropriate techniques, processes, materials, resources, and equipment to meet learning outcomes
- Provide technical know-how and expertise in own area of specialism
- Demonstrate the use of a range of equipment including both digital and traditional equipment as needed
- Ensure published resource information, technical instruction and other support material is appropriately formatted and maintained in physical and virtual learning environments
- Support academic staff with the purchase of equipment and materials for effective learning and teaching
- Work collaboratively with other Workshop Managers, to promote and support high quality technical instruction and learning where activity crosses disciplines
- Work flexibly as needed to provide technical services across academic programmes
- Make recommendations on best use of technical resources and future development to meet changing needs

Resource Management

- Organise the day to day running of technical instruction and learning spaces
- Ensure that appropriate risk management processes are operational in own areas of responsibility
- Undertake risk assessments and take responsibility for controlling hazards and reducing risks in the workplace
- Ensure that standards of work are fully compliant with Risk Assessments, COSSH records and the University's health and safety policies and relevant regulations
- Provide guidance on relevant health and safety matters, consulting with Estates Manager, Asst. Estates Manager and the Health and Safety Coordinator as appropriate
- Consult with external contractors and suppliers to ensure equipment is fit for purpose and maintained in good order
- Undertake routine maintenance and repair of equipment including planned preventative maintenance and on the spot fixes
- Manage the operation of online resource booking and loan systems for resources and services ensuring they are functional and accurate
- Manage electronic records relating to equipment and consumables such as equipment inventories records of stock levels and equipment loans and cashless sale systems ensuring they are accurate and up to date
- Assist in the planning, preparation, mounting and dismantling of exhibitions, showcases and other public events
- Identify development of resources and facilities to enhance learning needs, outcomes, research, and commercial activities
- Undertake continuous personal and professional development and maintain a keen interest in technical developments that are relevant to the technical support of academic programmes
- Issue of materials and equipment, including sales using automated system where appropriate

Staffing & Professional Development

- Supervise technical team and provide guidance and training as required
- Resolve day to day staffing issues related to sickness absence
- To conduct the annual appraisals of Technicians; and set objectives for the forthcoming year that reflect the University's strategic planning and development and identify the learning and development needs
- Act as chair for Technician recruitment

Financial

- Manage resource operating and sales budgets and oversee purchase of appropriate operating equipment and material by technical team
- Operate electronic record systems related to financial administration and associated with raising purchase orders, processing invoices, recording goods received
- Contribute to income generation ensuring technical resources are in place to support enterprise activity

Committee & Working Groups

- To be a member of the University committees and working groups as required

Person Specification

Essential

- Significant technical expertise in one or more of the following areas: Creative Technology, Games Art Design and Development, Computer Science, Animation & VFX, Creative Coding, Creative Computing, Robotics, or Data Science.
- Experience of supporting and developing specialist technical resources and facilities in a higher education or creative/technology-focused environment.
- Proven ability to lead and manage technical teams, including recruitment, management, and evaluation of staff.
- Knowledge and experience of Health and Safety practices, appropriate policies, and their application within technical environments.
- Experience of planning and effective management of resources, including financial and budget control, and liaison with external suppliers and contractors.

Desirable

- A postgraduate qualification in a relevant area.
- Advance HE Fellowship.
- Health & Safety Management Qualification (e.g. NEBOSH).
- Qualification in People Management.



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis.

Hours of Work

The standard hours of work are not less than 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 7, which is from £38,784 to £46,049.

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University’s Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process. If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route.

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



NORWICH
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OF THE ARTS

Amma Asante, Chancellor

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1165.

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is:
27th October 2025

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:
11th November 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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