



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Role:	Technical Services Coordinator, Making
Department:	IT, Library and Technical Services (ILTS)
Grade:	9
Responsible to:	Technical Services Manager
Location:	Kensington, Battersea & White City

Background:

The Royal College of Art is the UK's only entirely postgraduate institution of art and design, dedicated to teaching, research and knowledge exchange with industry. The RCA has been ranked the number one university-level institution for art and design, internationally, for the eighth consecutive year according to the QS World University Rankings by Subject, 2022.

The College currently has some 2,700 students registered for Graduate Diploma, MA, MRes, MPhil and PhD degrees, and this is set to rise to 3,300 in coming years with the introduction of the new campus at Battersea during 2022. The majority of postgraduate teaching and research supervision is delivered by the RCA's four Schools: Architecture, Arts and Humanities; Communication; Design, with each School led by a Dean of international standing, and a recognised leader in their field.

In addition, the RCA has a number of established and planned research centres: the Helen Hamlyn Centre for Design; the Material Science Research Centre (which includes the Burberry Materials Futures Research Group and the Textiles Circularity Centre); the Intelligent Mobility Design Centre, Computer Science Research Centre, and a future centre in Drawing. The RCA is also home to one of the UK's most successful university incubators, InnovationRCA.

Our People

The RCA's Royal Visitor (Patron) is HRH Prince of Wales; its Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette. The RCA's Vice-Chancellor - the CEO of the institution - is Dr Paul Thompson. The RCA has more than 500 permanent staff, including internationally renowned artists, designers, architects, theorists and curators. These staff, together with an innovative pedagogy, world-class technical facilities and research centres, all contribute to an exceptional environment and a remarkable record of graduate employment. Generations of eminent graduates have

created far-reaching impact and influence, such as Barbara Hepworth, Bridget Riley, David Hockney, Sir Ridley Scott, Sir James Dyson OM, Asif Kapadia, Thomas Heatherwick, Chris Ofili, Tracey Emin, Jake and Dinos Chapman, Christopher Bailey, Idris Khan, Chantal Joffe, Sir David Adjaye, Erdem, Philip Treacey, Monster Chetwynd, Oscar Murillo and Lina Lapelyte.

Strategic Plan 2022–2027

The RCA has developed a new strategic plan, involving all staff in a process that was concluded in March 2022, with the publication of a new Strategic Vision and Plan for the next five years, and the appointment of our new Chair of Council, Sir Peter Bazalgette.

This plan will embrace the roll out of a new model of delivery for our taught postgraduate programmes to support access and flexibility; it will underscore our commitment to being the world's most research-intensive art and design university; and it will commit to a number of Equity and Diversity goals which will lead towards the RCA becoming an anti-racist institution.

The Royal College of Art is one of the world's most influential institutions of university status devoted to the study of art, design, humanities and communication.

Technical Services is one of the service divisions of Information, Learning and Technical Services (ILTS), a cross-college Department, which also includes the Library, Special Collections, IT and Audio-Visual Services.

Purpose of the post:

- Coordinate provision within the Making, Wood and Metal facilities at the Royal College of Art, including the line management of a technical team.
- Responsibility for the operational planning and organisation of the technical area, ensuring support is provided for all academic, commercial and research activities.
- Provide specialist technical support within the area.

Duties and responsibilities:

1. Lead technical teams, allocating technical duties and support tasks, clarifying requirements of agreed tasks, delegating fairly and providing focus and motivation to the team.
2. Establish and oversee the delivery of team objectives including provision of pastoral care and support to the technical team, dealing with issues and queries and referring to others when necessary.
3. Manage all technical resources within the area for academic delivery, commercial provision and research activities.
4. Plan for the inclusion of digital making equipment, software and digital services across the College.
5. Manage the allocated operational and investment budgets for the area with responsibility for the selection and management of suppliers; coordinating the

day to day operation of facilities including undertaking installation of equipment, maintenance and repairs.

6. Take overall responsibility for the issuing of materials, maintenance of material stock levels, security of tools, maintenance of machinery and tools, general housekeeping and maintenance of the area.
7. Liaise with other Technical Coordinators and represent technical support issues at College committees and meetings, providing leadership on operational issues and defining policy and procedures for the technical area including access and allocation of resources.
8. Act as the main point of reference for the technical area and regularly provide detailed technical information and reports to College academic forums, Environment and Campus Operations, Health & Safety and other technical areas of the College as required.
9. Set and monitor performance standards and contribute to the long term planning for the area.
10. Contribute as a member of the extended technical management team in developing a sense of community and act as an advocate of technical resources across the College.
11. Keep up to date with new developments within existing and emerging technologies.
12. Support dedicated research projects and activities', including commercial activity and other income generation activities.
13. Research, evaluate, and communicate innovative solutions to technically complex creative ideas and give appropriate feedback. Act as point of reference to all workshop users.
14. Organise and maintain specialist equipment and manage the allocated budgets as required.
15. Comply with all Royal College of Art policies and procedures.
16. Monitor and maintain a safe working environment in accordance with Health and Safety policies and procedures employed for managing Health and Safety. This will include providing consultation on the production of Risk Assessments and ensuring they remain accurate and up to date.
17. Support events and exhibitions as required including the handling, transportation and installation of art works.
18. Assist in the selection, training, induction and supervision of new and temporary staff.
19. Undertake any other duties consistent with the role as required and in agreement with the Technical Services Manager.

Personal specification:

Essential

- Full working knowledge and proficiency of their own area of technical expertise combined with the ability and enthusiasm to learn about other specialist skills relevant to the work of the College.
- The ability to coordinate effectively, a team of technical staff representing a variety of specialist skills within an HE environment.
- Excellent organisational, time management and planning skills with the ability to prioritise as appropriate
- Budget management ability and experience of standard financial controls
- Proven ability to manage projects to time and budget
- Excellent communication and interpersonal skills, both written and verbal at all levels
- Excellent problem solving skills
- Ability to present and share knowledge and to transfer skills and capabilities
- Excellent user focus and a flexible approach
- Commitment to continuing professional development and engagement with professional issues
- The ability to use initiative and work independently and as part of a team
- Ability to make/give formal presentations
- Ability to chair meetings and present to individuals and groups at all levels
- Ability to deal with difficult situations and confidential matters and to resolve problems when they arise
- The ability to work effectively as part of an extended technical management team
- Thorough knowledge of Health and Safety and COSHH related to designated technical area

Desirable

- Substantial interest in future developments of cross disciplinary making spaces such as advanced hack spaces and community co-working spaces.
- Experience of managing a team in a high pressure and time sensitive environment.
- Experience of Personal and Team professional development planning.
- An interest and enthusiasm for contemporary art, design and culture.

Additional Information:

- Salary: £48,631 - £54,389 per annum inclusive of London Allowance
- Normal hours will total 35 hours per week, Monday to Friday, 9.30am and 5.30pm with an hour each day for lunch.
- 25 days annual leave plus extended breaks at Christmas and Easter at the discretion of the College.
- Contributory defined benefit pension scheme and a season ticket loan are available.
- Location: based at all 3 sites.

SEPTEMBER 2022

PAY & BENEFITS

Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 19% of your salary while you pay 6%.

Holiday

5 weeks (25 days) paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day either side of Easter and the remainder between Christmas and New Year, at the discretion of the college. Part-time staff will be entitled to the pro rata equivalent.

Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

Enhanced paternity pay

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

Enhanced sick pay

Occupational sick pay after six months' service is three months' full pay/three months' half pay.

24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

Cycle to Work Scheme

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.

Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependant/spouse is payable should you die whilst in employment.

Library

All staff are welcome to join the college library.

Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.