



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Post:	Administrative Assistant
School:	School of Design
Grade:	4
FTE:	0.6FTE
Term:	Fixed Term until 30 September 2023
Location:	Kensington
Responsible to:	School General Manager

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



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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.

In the **School of Design** our approach to teaching design reflects a passionate belief that the discipline in its many forms is both complex and constantly moving forwards. We ensure new designers are better informed to meet future challenges.

Purpose of the post:

To provide a comprehensive administrative support and record maintenance service to a portfolio of programmes.

To make a valuable contribution to delivering excellent experiences for staff and students, through the provision of high quality information and support services.

Main Duties and Responsibilities:

The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities in order to meet any deadlines set. The role is very much about the successful coordination of communication with key school stakeholders, arranging and supporting meetings and events and managing and maintaining information.

You will assist administrator colleagues and other members of college staff with preparation for and seamless execution of a variety of school/programme based activities that require logistical and administrative support.

- Act as first point of contact for students with routine enquiries, referring more complex or involved enquiries to Administrators and appropriate academic staff.
- Act as first point of contact for guests and visitors to the school, providing a warm welcome and ensuring they are supported during their visit
- Respond to student and staff queries, providing a high quality customer service via email, phone and face to face ensuring that any required action is taken in a timely manner and to the highest standards
- Administer the engagement and payment of visiting lecturers



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- Oversee updating of mailing list / database contacts and alumni using Raiser's Edge
- Facilitating labels and proce lists for Work in Progress and Degree Shows
- Booking accommodation, processing fees and expense claims where requested.
- Order general stationery and office consumables.
- Maintain an efficient filing system of predominantly digital files and aid the programme in moving from paper to digital record-keeping.
- Using IT systems for activities like room/venue booking, raising purchase orders, running reports and making timetable changes.
- Make all practical arrangements for school and programme activities: book rooms and catering; produce relevant documentation and manage associated communications.
- Attend, take notes and draft documents for school and programme activities, team meetings and workshops generally
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Monitor visitor access and maintain security by following procedures for access and egress
- The postholder must operate flexibly and react positively to tight deadlines and changing circumstances and requirements.
- Develop an awareness of school and university operations and to contribute informed suggestions for improvements to the administrative and communication systems.
- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Help to plan the annual event calendar

Person Specification:

Essential characteristics of the postholder:

- Educated to 'A' level or equivalent
- Administrative experience of working in a busy customer focused environment with the ability to deal with a variety of student and education related issues with tact and sensitivity
- High level of accuracy and attention to detail
- Ability to communicate well and with confidence to a wide range of people both verbally and in writing
- Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards.
- Awareness of standards for managing and protecting information, including information security and data protection principles



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- Proficient in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office or Google for work and the internet
- Aptitude to use finance management systems (Agresso) and student records system
- The ability to use initiative, multi-task and work as part of a team
- Excellent organisational skills
- Minute-taking skills
- Experience delivering small to large scale events
- Help to plan the annual event calendar

Desirable characteristics of the postholder:

- Experience of working in Higher Education
- Diary management skills, including electronic calendars
- An interest and enthusiasm for contemporary art, design and culture
- Experience of using a Customer Relationship Management (CRM) database, such as Raiser's Edge

Additional Information:

- Full time salary: £25,728 - £28,226 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. This role is 21 hours per week.
- 25 days annual leave plus extended breaks at Christmas and Easter at the discretion of the College. Pro rata for part time employees.
- Contributory defined benefit pension scheme and a season ticket loan are available.

SEPTEMBER 2022



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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



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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.