



**Royal College of Art**  
Postgraduate Art & Design

ROYAL COLLEGE OF ART

## JOB DESCRIPTION

**Post:** Student Funding and Scholarships Manager

**Department:** Student Experience

**Grade:** G8

**Responsible to:** Head of Student Experience

**Contract:** Permanent, Full Time

**Location:** Kensington Campus with travel required to Battersea and White City. Hybrid working can be supported with this role.

**Responsible for:** Student Finance Team including Student Loans Officer

**Key working relationships:** Development and Alumni Relations Office, Head of Equity and Inclusion, Registrar, Finance team, Chief Technology Officer Student Recruitment and Admissions teams, Heads of Programmes in Schools

### 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.



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**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 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.

### **Purpose of Role**

The Royal College of Art (RCA) is committed to enhancing the complete student experience. The RCA's student experience is underpinned by academic excellence and professional and efficient support service within a welcoming, supportive and inclusive community.

The Student Funding and Scholarships Manager will oversee the efficient, equitable and responsive administration of a range of scholarships, bursaries and financial support funds for students and the administration of US Federal loans at RCA.

The Student Funding and Scholarships Manager will report to the Head of Student Experience and work with teams across the college in particular the Development and Alumni Relations Office, Student Support Team, EDI Centre and RCA Black to assess financial awards.

The Student Funding and Scholarships Manager will provide direct line management to the Student Loans Officer and administration.



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### **Main duties and responsibilities:**

Work with the Head of Student Experience, the Student Support Teams and College partners including RCASU, our four Schools and Professional Services to deliver an enhanced and distinctive student experience.

### **Scholarships, Bursaries and Awards**

- To be the recognised central point of contact within the College for all scholarships, bursaries and awards
- Managing the administration, selection, and timely distribution of all student scholarships, bursaries and awards in line with the agreed criteria and college recruitment and admissions cycle.
- To administer the Scholarships, Bursaries and Awards panel and Sir Frank Bowling section process in partnership with the Head of Equity and Inclusion and RCA Black to ensure a timely and equitable awarding of funding in line with donor requirements
- Maintaining a complete record of students who have received funding from prizes, bursaries and scholarships, and ensuring that changes to student status and progression are monitored and fed back to the Development and Alumni Relations Office, Communications Team, Registry and Equity & Inclusion Team.
- Working with School General Managers to record and monitor the impact of funding assessment, providing timely and accurate reporting.
- Preparing progress reports, donor feedback, and associated communications are fed from students to donors and fundraisers in a timely manner.
- Coordinating (in accordance with donor's wishes), the internal and external publicity of fundraising opportunities, and assessing and reporting the success of particular campaigns.
- To support the Development and Alumni Relations Office, Communications Team, Registry and Equity & Inclusion Team with college campaigns, website content and events related to scholarships, bursaries and awards.

### **Hardship funding and support**

- To manage the College hardship funds ensuring students are easily able to access financial help to support them to successfully complete their studies.
- Work with the college academic teams and student representatives to develop new initiatives and ways to support students at the College
- Manage the application, selection process and administration of the College hardship funds and initiatives, to ensure that the money is used to assist students experiencing significant financial hardship.
- To lead and manage - particularly in response to emerging opportunities or in problem situations - to ensure a continuously evolving approach to welfare and financial support.



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- Monitoring and reporting the impact of hardship funding distributed to students through progression and retention statistics, and assessing the value for money of those awards.
- Managing and collating (along with relevant colleagues), data on current student population including reasons for withdrawal and identifying areas of under-representation to advise RCA on suitable models of support for future funding opportunities
- Ensuring data is correct on college systems.

### Financial Support, Advice and Management

- Coordinate with relevant departments to ensure correct invoicing of student funding and prompt and accurate payment of all student awards.
- Supported by the Student Loan Officer, ensure the day-to-day functions of RCA's relationship with the Student Loan Company and Student Finance England are well managed, ensuring accuracy and timeliness of reporting information and records.
- Develop and deliver Workshops to support students with accessing financial support students with money management
- Manage the administration of US Federal loans.
- Contribute to RCA policy regarding student finance, funding and immigration issues, drafting briefing papers for Senior Managers regarding the development of specific policies and procedures;
- To lead a range of projects and developments to improve service delivery, cross-team working, and skills and knowledge development for students.
- Ensure the RCA online services (website, moodle, intranet, socials) are kept up to date with relevant and most up-to-date information related to funding and awards including how students can access funding.
- Work with the CTO and systems team to ensure digital systems and processes are kept up-to-date in line with requirements for accessing funding
- Attend and contribute to college committees and forums, providing reports and presentation materials as required.
- Take an active role in the planning, review, monitoring and evaluation of our services as part of the annual planning cycle, utilising data and student insight from funding to identify and address potential issues and barriers to students accessing the services of RCA.
- To support University-wide events and initiatives pertaining to the student journey, including, but not limited to, open days, applicant visit days, clearing, induction and enrolment, careers fairs, transition activity and graduation. This may involve working on weekends or evenings.

### Person Specification



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Essential

- A proven working knowledge and understanding of the financial support needs and issues faced by students in the Higher Education Sector and the mechanisms available to them.
- Proven experience in managing a grant-giving service providing financial support and/or scholarship funding to beneficiaries
- Significant knowledge of, and commitment to, principles of delivering high-quality services to students and ensuring continuous improvement in Student Services.
- Demonstrable experience in working with multiple teams to meet their priorities and liaising effectively with a range of colleagues through a matrix management approach.
- Proven experience in translating data into clear and concise management and impact reports for a wide range of audiences internally and externally
- Strong organisation, interpersonal, verbal, written and presentation communication skills, with the ability to engage with people across the spectrum of responsibilities and experiences with a collaborative and people-centric working style
- Proven experience in managing budgets and expenditure, utilising financial software.
- Commitment to, and understanding of, equal opportunities issues relating to student and staff matters within a diverse and multicultural environment.

**Desirable:**

- Broad understanding of critical areas of student financial services and support including US Loans, Student Finance England and the Students Loan Company.
- Knowledge of student administration systems, including admissions, enrolment and fee payment processes related to student finance and funding.
- Knowledge of fundraising, stewardship, income generation and reporting from individuals, charitable trusts and foundations and corporate supporters.
- Knowledge of the role of IT in service delivery, fully proficient in Microsoft Office, and confident in learning new systems. (Experience of working with a Student or customer record system/database is desirable but not essential).
- Knowledge of GDPR data management and data control practices.

**Additional information**

- Operating Across all 3 campuses - Kensington, Battersea and White City (A free shuttle bus service operates between each site daily). Hybrid working options are available. Salary working five days per week, Grade 8 £44,215 – £48,021 pro rata inclusive of London Allowance.
- 25 days annual leave plus extended breaks at Christmas and Easter at the discretion of the College, pro rata for part-time employees.
- Normal hours will total 35 per week over 5 days, 9.30am to 5.30pm with an hour each day for lunch.



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- A contributory defined benefit pension scheme and interest-free season ticket loan are available.

November 2022

**PAY & BENEFITS**



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**Working hours**

Monday to Friday, 35 hours per week. Flexible working is supported. The Student Centre has a physical presence and will require the team to be on-site throughout the week and during the opening hours.

### **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**

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 on either side of Easter and the remainder between Christmas and New Year. 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**



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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.

### **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.