



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

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| Post: | Administrator |
| School: | School of Communication |
| Grade: | 6 |
| Term: | Permanent |
| 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 Emin, Jake and Dinos Chapman, Christopher Bailey,



Royal College of Art

Postgraduate Art & Design

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.

The **School of Communication** is at the heart of an accelerating vortex of global change, where seismic shifts in our experience and understanding of media, communications, society, industry and each other are going through unprecedented transformation.

Purpose of the post:

Support the delivery, coordination, organisation and administration of postgraduate programmes supporting the school general manager and academic staff in pursuit of excellent standards of postgraduate education and an unrivalled student experience. The role will span all elements of administration, across the student lifecycle, including work on planning and development, marketing, admissions, student induction, timetabling, student records, assessment and feedback and examination administration.

Main Duties and Responsibilities:

- Administer local aspects of admissions, student support, and student review and assessment processes for taught and research students.
- Daily email and face-to-face contact with a diverse range of students, staff and external contacts and be responsible for dealing with a range of queries.
- Play a key role in the running of processes for student recruitment and assessment and create and maintain student and financial records as well as providing occasional administrative support to committee, open evenings and events.
- Regularly review information created and managed by the programme to ensure adherence to standards around managing and protecting, sharing and reuse, in line with best practice in information security and data protection.
- Production, monitoring and checking key statistics.
- Clerking and minute taking at meetings.
- Be responsible for meeting room configuration and set-up including ensuring AV equipment is working and setting up video/Skype calls and proactively liaising with ITS where appropriate.
- Calendar management for student timetabling.
- Financial administration will include ordering stationery, supplies and equipment and processing orders.



Royal College of Art

Postgraduate Art & Design

- Proactively seek and suggest more effective administrative and communication systems.
- Administer the engagement and payment of visiting lecturers.
- Raise purchase orders and manage programme financial activities using Agresso.
- To provide all other necessary administrative support to programmes, including course handbook, MA, MPhil and PhD student records, publications, shows, VLs, travel, room bookings and local finance (transfers, expenses and petty cash) to ensure the smooth running of the programmes.
- To co-ordinate and maintain programme teaching timetables and make arrangements for tutorials, lectures and seminars.
- To co-ordinate the admissions period including applications, portfolios and interviews.

The role of administrator will encompass one or more of the following school-wide responsibilities and activities:

External Relations

- Cross-school administration relating to external relations including sponsorship, alumni, donations etc.
- Liaise with academic staff, students and industry to arrange projects, competition entries, exhibitions etc.
- Collate media coverage of events – press reports, cuttings of staff and students, maintaining info on student careers across school.
- Oversee arrangements for open days.
- Liaise with Development Office in regard to fundraising.
- Update and maintain schools pages on the Intranet and the RCA website inc staff research profiles and any microsites.

Shows

- Oversee the running of the Work in Progress and Degree Shows, liaising with the Dean, Media Office and the Development Office.

Knowledge Exchange (Executive Education)

- Coordinate support on activities which relate to executive education, including summer and other extra-mural courses.
- Liaise with academic staff, students and customers to make arrangements for executive education courses.
- Make arrangements for teaching and student bookings on executive education courses.
- Keep a database of executive education customers and sessional teachers.
- Promote and advertise executive education offers.

Knowledge Exchange (Staff Research)

- Provide admin and support to staff research activities.



Royal College of Art

Postgraduate Art & Design

- Support Dean on school research development.
- Liaise with Research Office and academic staff in preparing bids and budgets for funded projects.
- Provide updates to college research pipeline on behalf of school.

Curriculum Coordination

- To coordinate a range of validated and extracurricular MA activities including public lecture series, the school lecture series and school MA teaching group on campus and elsewhere.
- To liaise with academic staff, various RCA entities, donors, sponsors and foundations, overseeing all aspects of special academic projects.
- To oversee special project budgets under the guidance of the School General Manager
- To liaise with project partners and funding bodies.

Academic

- Liaise with programmes to arrange entrance and final exams.
- Coordinate information for all programmes to report to the Academic Board of Discipline & Concessions (ABCD).
- Prepare documents for school validation.
- Liaise with Registry.
- Liaise with Academic Support and Student Welfare on behalf of school.

Person Specification:

Essential characteristics of the postholder:

- Educated to degree 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.
Experience with logistics, organisation and management of events and/or exhibitions (online and offline)
- Experience of maintaining databases (using Google Workplace or Microsoft packages)
- Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards.
- Problem solver.
- Naturally collaborative.
- Good level of digital literacy.
- Proficient in the use of productivity suites (email, calendar documents, spreadsheets, databases) such as Microsoft Office or Google for work.
- Good understanding of standards around managing, protecting and re-using information, including information security best practice and data protection principles.
- Experienced in the use of financial management software such as Agresso.
- Excellent communication skills with people at all levels.
- The ability to use initiative, multi-task and work as part of a team.
- Excellent organisational skills.



Royal College of Art

Postgraduate Art & Design

Desirable characteristics of the postholder:

- Experience of working in higher education or the cultural sector
- Experience of supporting research activity
- Minute-taking skills
- Diary management skills, including electronic calendars.
- An interest and enthusiasm for contemporary art, design and culture.
- Experience of college systems and software – Financial (Agresso), HR/Payroll (iTrent), CRM system (Raiser's Edge) and student software/database.
- Experience of a relationship database, such as Raiser's Edge.

Additional information

- Salary working five days per week: £33,786 - £38,617 p.a. pro rata inclusive of London Allowance.
- Normal hours will total 35 per week over five days, 9.30am to 5.30pm with an hour each day for lunch
- 25 days annual leave plus extended breaks at Christmas and Easter
- A contributory defined benefit pension scheme and interest free season ticket loan are available
- Location: All three sites.

October 2022



Royal College of Art

Postgraduate Art & Design

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

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. 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.

Library

All staff are welcome to join the college library.



Royal College of Art

Postgraduate Art & Design

Events

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