Post:	ILTS Administrator
Department:	IT, Library, and Technical Services (ILTS)
Grade:	6
Responsible to:	Head of IT (ILTS)

Background

Founded in 1837, the Royal College of Art is the world's largest community of postgraduate art and design students. It is also the oldest art and design university in continuous operation and has been ranked as the world 's number 1 art & design university for a remarkable eight consecutive years (QS World Subject Rankings 2015-2022).

The RCA is research-led, and recognised in the UK-wide REF (Research Excellence Framework) as the UK's most research-intensive institution – with an increased proportion of the College's outputs classed as 'internationally excellent' and 'world-leading' in the most recent REF assessment of 2022.

Studying at the RCA is the starting point for the world's creative leaders. With more than 20,000 RCA alumni across the globe, the RCA's graduates form a unique international network of artists, designers, creators and innovators. Every year, RCA alumni are recognised as leaders in their discipline, making national and international headlines for their work, which shapes the world we live in. Its graduate start-up incubator, InnovationRCA, is one of the most successful in the country with a high proportion of female start-up founders and a high 'survival' percentage after five years of trading.

Over 2,700 students are spread across four schools, studying at Graduate Diploma, MA, MPhil, MRes and PhD levels, with plans for this to rise to 3,300 by 2027. The College's mix of professionalism and creative freedom, together with its renowned academic community and rigorous academic framework provides the ecosystem in which students flourish and achieve their highest potential.

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.

The RCA espouses a hybrid approach, supporting 'traditional' making and technical skills in fine and applied art and design alongside the foundational sciences, engineering and technology which underpin designers' ability to solve today's global challenges. The RCA champions the value of interdisciplinary learning, and was the first art and design university

in the world to implement a STEAM (Science, Technology, Engineering, Art and Design and Mathematics) academic vision, with investment in new faculty posts in Materials Science; Computer Science and Robotics alongside art and design disciplines. By applying creative insights to evidence-based science, its staff, students, researchers and start-ups are addressing major global challenges such as rapid urbanisation and transport; loss of biodiversity; ageing populations; unsustainable consumption and production; and the rise of AI.

Our People

Prior to the death of Her Majesty, the RCA's Royal Visitor (Patron) was HRH Prince of Wales; however, His Majesty King Charles III's office has yet to confirm which institutions he will continue to serve as a Patron, following his ascension to the throne. The RCA's 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, who joined the College in 2009.

The RCA's academic faculty bring world-leading expertise and industry knowledge to the tutorial-based model of teaching. There is a core academic and research workforce of 230 FTE, supported by around 170 Associate Lecturers and a wide range of Guest Lecturers who bring 'live industry' experience into the taught curriculum – for example, Amin Taha of GrantOn design, whose work was twice shortlisted for the RIBA Stirling Prize in 2017 and 2021, teaches in the School of Architecture; and Yao Yingjia, who is Vice President and Chief Designer at Lenovo teaches in the School of Design.

The RCA operates a high staff-to-student ratio, combined with contemporary and industry-focused teaching perspectives. It also employs a team of 75 highly skilled technicians, many of whom themselves have postgraduate qualifications in their fields of specialism, which range from rapid prototyping and subtractive manufacturing, to film and sound engineering, and from digital modelling to metal fabrication and jewellery making.

Strategic Plan 2022–2027

The RCA's Strategic Plan 2022–27 is attached. During this time, the RCA's strategic vision is to increase its influence on the world stage of globally ranked universities, punching significantly above its weight, and attracting, supporting and convening the world's most talented faculty, students, artists, designers and creative leaders.

The RCA will remain an independent, postgraduate institution with a sharply distinctive and fresh research agenda and a research-driven approach towards our taught programmes that keeps it always one step ahead. It will focus on areas of expertise that only the RCA can offer – including some big-bet propositions where there is an appetite for well-managed risk and preparedness to enter new ventures with new associates. The RCA will lead in new fields of creative practice and intellectual inquiry where we believe.

creative insights and a uniquely RCA perspective will catalyse new solutions to global challenges. The RCA recognises that the winning formula must be built upon a diversity of student talent with a taught Master's model that is more inclusive, affordable and better suited to twenty-first-century lifestyles and careers.

The Strategic Plan includes the rollout in 2022/23 of an entirely new model of delivery for the RCA's taught postgraduate programmes to support access, widening participation and student flexibility; it underscores the RCA's commitment to remain the world's most

research-intensive art and design university; and it commits to a number of equity and diversity goals which will lead towards the RCA becoming an anti-racist institution. Many of the initiatives within the former and current Strategic Plan are predicated upon the success of a very active comprehensive capital campaign, entitled GenerationRCA which launched in early 2018 and which has raised over £85m to date against a goal of £100m. GenerationRCA supports major capital projects, professorial posts, student financial aid and scholarships. The College's five-year Financial Plan assumes c.£45m of new cash receipts will be secured between 2022–27.

The Strategic Plan is 'twinned' with an underlying Operating Plan which outlines the delivery and KPIs which will enable the institution to deliver its ambitious strategic plan.

Purpose of the Post:
Support the delivery, coordination, organisation and administration of the Information Technology, Library and Technical Services directorate supporting the Heads of Departments in providing an excellent professional service to the College and implementing the College and directorate strategy. The role will span all elements of administration across the directorate, with a focus on the IT department, to include finance management, procurement, supplier management, logistics and health and safety.

Main Duties and Responsibilities:

- Oversee and administer ILTS-wide processes for activities including health and safety, record keeping, and financial management in line with college policy and using cross-college technology platforms.
- 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.
- Regularly review information created and managed by the department 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.
- Maintaining action registers and providing meeting support
- Financial administration will include ordering IT equipment, services and software, working with suppliers to ensure timely delivery and reconciliation of IT accounts.
- Raise purchase orders and manage department financial activities using Agresso.
- Proactively seek and suggest more effective administrative and communication systems.
- Act as Information Asset Owner (IAO) for ILTS information ensuring it is managed, used and reused appropriately in accordance with legislation (Data Protection Act) and best practice.
- Work with the ILTS leadership team to support us to evolve our services in relation to the new Flexible Academic Model, campus developments and the professional services transformation projects.
- Ensure continuous improvement in the administrative systems and procedures.

Person specification:

Essential

- Experience working at a relevant level in an administrative/business management capacity.
- Proven financial management experience.
- Proven interpersonal and communication skills with a high degree of tact and diplomacy and excellent written communication skills
- High level of digital literacy and IT skills including productivity suites (Microsoft Office, Google for work), Web/Internet use and financial management systems.
- Detailed understanding of standards around managing, protecting and re- using information, including information security best practice and data protection principles.
- The ability to use initiative and work as a team.
- Demonstrable organizational skills.
- Resilient. Able to deal positively and constructively with change and to juggle competing and conflicting priorities.

Desirable

- Experience of working in Higher Education
- Experience of working in an IT or HE Technical Workshop/fabrication environment
- Experience of College systems and software – Financial (UBW – Agresso), HR/Payroll – iTrent, CRM System (Raiser's Edge), Timetabling Software (CELCAT)
- An interest and enthusiasm for contemporary art, design and culture
- Innovative and flexible approach to work

Additional Information:

- This is a fixed term, full time contract for 6 months, based at Kensington with occasional travel to other sites.
- Normal hours total 35 hours per week, 09:30 – 17.30 with an hour for lunch. Salary, £33,786 - £38,617 per annum, inclusive of London Weighting Allowance. The successful applicant will be appointed to the first increment on the advertised pay grade. Thereafter and subject to satisfactory performance, the role holder will be eligible for an annual increment each year, normally with effect from 1 August.
- 25 days annual leave plus 6 days college close per annum, at the discretion of the college.

FEBRUARY 2023

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 21% 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 dependent/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.