



Royal College of Art
Postgraduate Art & Design

JOB DESCRIPTION

Post:	Campus Supervisor
Department:	Estates & Campus Operations
Grade:	5
FTE:	1.0
Responsible to:	Deputy Director - Campus Operations

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.

The RCA community operates in line with four agreed values:

Curiosity

We have a tenacious commitment to innovation and openness to change. We positively interrogate ideas, assumptions and plans and welcome the honest scrutiny that is alive in a learning community.

Inclusion

We celebrate diversity and embrace difference as a source of strength. We strive for an inclusive RCA community, removing barriers and challenging exclusionary and discriminatory practices.

Collaboration

We value what happens together and we help and support each other to achieve our collective goals. We work in partnership with our students, staff, alumni, institutions and communities across the globe to make a lasting difference.

Integrity

We are always willing to listen, we offer constructive feedback and we promote accountability, building relationships of mutual trust and respect. We are resilient in the face of challenges, pursuing outcomes with individual, cultural, societal and economic impact.

Role Purpose:

Part of the Estates & Campus Operations (E&CO) Directorate, Campus Supervisors are based at each of the RCA's three campuses (Kensington, Battersea and White City). As part of the Campus Operations team located at each campus and reporting to the Deputy Director - Campus Operations at the relevant campus, they help support the delivery of a safe, secure and productive environment for students, staff and visitors. They also support Estates & Campus Operations' wider efforts to maintain and improve the RCA's estate, and to improve the quality of the student experience.

Each Campus Supervisor is allocated to a designated building or area within a larger building on campus, to support the community of students and staff based there. They are expected to build positive, collegial relationships with the RCA community, in this customer-facing, concierge-style role, and to take ownership of any issues arising which fall within E&CO's facilities management (FM) service offer or responsibility, and to seek to resolve those relating to their building/area.

Main duties/responsibilities:**Student liaison:**

- Act as the front line, local contact point for students for E&CO's operational facilities management services in a designated building/area of the RCA's campus providing a high level of customer service.
- Assist students with any operational issues such as wayfinding, location of facilities, access to resources and communication of E&CO's FM service offer (e.g. opening hours, catering, housekeeping etc.).

Storage and removals:

- Support students in the packing, moving and storing of their work and personal belongings throughout the academic cycle.
- Assisting with the process of changeovers between teaching 'bursts' on campus, locating and recalling items sent to off-site storage, and packing items for shipping as required.

Health and safety:

- Continuously monitor the activities being undertaken in the studio, activity and communal spaces of the College to ensure all RCA health and safety procedures and protocols are being followed.
- Ensure that fixtures and fittings are not damaged or defaced, and that no alterations are made to studio/activity setting layouts without appropriate E&CO authorisation.
- Ensure appropriate storage or removal of all flammable materials, hazardous chemicals, or other prohibited items.
- Ensure that any current safety protocols (e.g. social distancing, use of one-way traffic routes, regular hand sanitisation in response to Covid-19) are observed. • Promptly report any non-conformances to the relevant Deputy Director – Campus Operations.

Security:

- Check regularly that students and staff are wearing and using their security passes/student ID cards, and liaise with relevant E&CO colleagues to assist with

any access issues (e.g. replacement of broken cards, changes of access permissions etc.).

- Maintain communications with College Security (via handheld radio/walkie talkie) and alert security guards to attend to any security incidents.
- Walk the designated building/area prior to evening closure, ensuring all floors empty and report to security that all staff and students have left the area.

Maintenance:

- Proactively undertake start-of-day and routine daily checks of the designated building/area to ensure that all areas are safe, operational and fit for purpose.
- Report any defects or maintenance issues promptly to the Estates Helpdesk, log and follow up regularly for response to work items and check for completion of any remedial work items in line with the College's agreed quality standards and the Service Level Agreements with relevant maintenance contractors.
- Supervise external contractors working in the designated building/area and liaise with E&CO colleagues to ensure that this is carried out without disturbance to staff or students.

Housekeeping:

- Carry out routine daily and weekly checks on cleaning services.
- Ensure that all areas of the designated building/area are cleaned according to the agreed quality standards and Service Level Agreement with the College's cleaning contractor.
- Liaise with the day time cleaning staff (janitor, day supervisor) to promptly address any immediate issues (e.g. spillages, emptying of waste bins etc.).
- Report any issues with cleaning service quality promptly to the Estates Helpdesk.

Fire safety:

- Act as the Fire Warden for the building/designated area of the campus.
- Ensure that all fire lanes and emergency exit routes are kept clear at all times.
- Supervise any fire drills or other emergency evacuation from the building, checking that designated building/area is clear and report the area clear to the Chief Fire Warden.

First aid:

- Act as the trained First Aider for the building/designated area of the campus, and attend to any emergency incidents or requests for first aid.
- Administer assistance to students, staff or visitors as required.
- Report any accidents, incidents and near-misses to the HSE Manager via relevant College procedures.

Equipment and resources:

- Allocate and record any issue of College equipment or resources to staff or students (e.g. lockers, cabinets, small loaned appliances).
- Check that any small electrical appliances (e.g. fan heaters, desk fans, kettles, hot plates etc.) brought into the designated building/area are in good condition and are PAT-tested.
- Remove and submit any defective items or those without up to date PAT records for testing by the College's appointed contractors.

Portering:

- Carry out any moves or changes to room set-ups or furniture layouts as instructed by relevant E&CO colleagues, including moving and setting up equipment (e.g. conference phones, Zoom screens).
- Move and deliver incoming post and parcels, bulk stationery and other materials deliveries to staff and students as required.

Customer relationships:

- Help to maintain a positive relationship between the Estates & Campus Operations team and all students and staff by identifying, communicating and understanding their needs, being responsive and providing excellent standards of customer service and communication.

Key relationships:

- Deputy Director - Campus Operations (line manager)
- Estates & Campus Operations (E&CO) team colleagues
- Estates Helpdesk Coordinator
- Health, Safety & Environment Manager and H&S Officer
- Security guards (external contractors)
- School General Managers
- School and Professional Services team Administrators

Additional requirements:

- Campus Supervisors are allocated to a particular campus but may be asked to cross-cover at other campuses from time to time as required.
- Estates & Campus Operations staff are required to be physically in attendance to supervise operations on the three campuses during the College's normal opening hours. These are typically 08.00 to 20.00 weekdays, Monday to Friday, but these may be subject to change in line with College operating requirements. In order to support these hours, Campus Supervisors are required to work to an alternating shift pattern of 08.00 to 16.00 (early shift) or 12.00 to 20.00 (late shift), with shift allocations changing on a fortnightly basis (2 weeks early, 2 weeks late).
- In addition, some unsocial hours, late or weekend working may be required to support longer opening hours for College functions or public events. • Campus Supervisors will be provided with regular (and refresher) training by the College in order to be able to maintain their duties as Fire Wardens and as qualified First Aiders.
- A suitable RCA-branded uniform will be provided, which will be worn at all times when on duty.

Person Specification:**Essential:**

- Level 2 (GCSE) passes in English and mathematics.
- Clear and effective communicator - both written and verbal.
- Excellent interpersonal skills, with the ability to communicate effectively at all levels within the College.
- Experience of working in a customer-facing and service delivery role in a busy environment, working across multiple sites.
- Ability to carry out physical tasks requiring manual handling skills.

- Effective planning, organising and prioritisation skills.
- Ability to manage and prioritise own workload whilst retaining excellent customer service standards.
- Experience of working in a diverse, multicultural environment, and of interacting positively with customers from a range of backgrounds, ethnicity and cultures.
- Ability to work proactively and use initiative to resolve day-to-day problems.
- An enthusiastic and flexible approach to work.
- A strong team-player with the ability to work individually.

Desirable:

- Up to date First Aid certificate (e.g. Emergency First Aid at Work EFAW)
- Up to date certificate and training in Manual Handling.
- A recognised health and safety qualification (e.g. NEBOSH General Certificate).
- Experience of working in a busy multidisciplinary estates or facilities management team, delivering a range of different services.
- Experience of working with students in an academic, educational environment, such as a college or university.
- An interest and enthusiasm for contemporary art, design and culture

Additional Information:

- Location: All three sites – Battersea, Kensington & White City
- Salary: £29,680- £32,903 per inclusive of London Allowance
- Hours of work. See additional information
- 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.

MARCH 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.