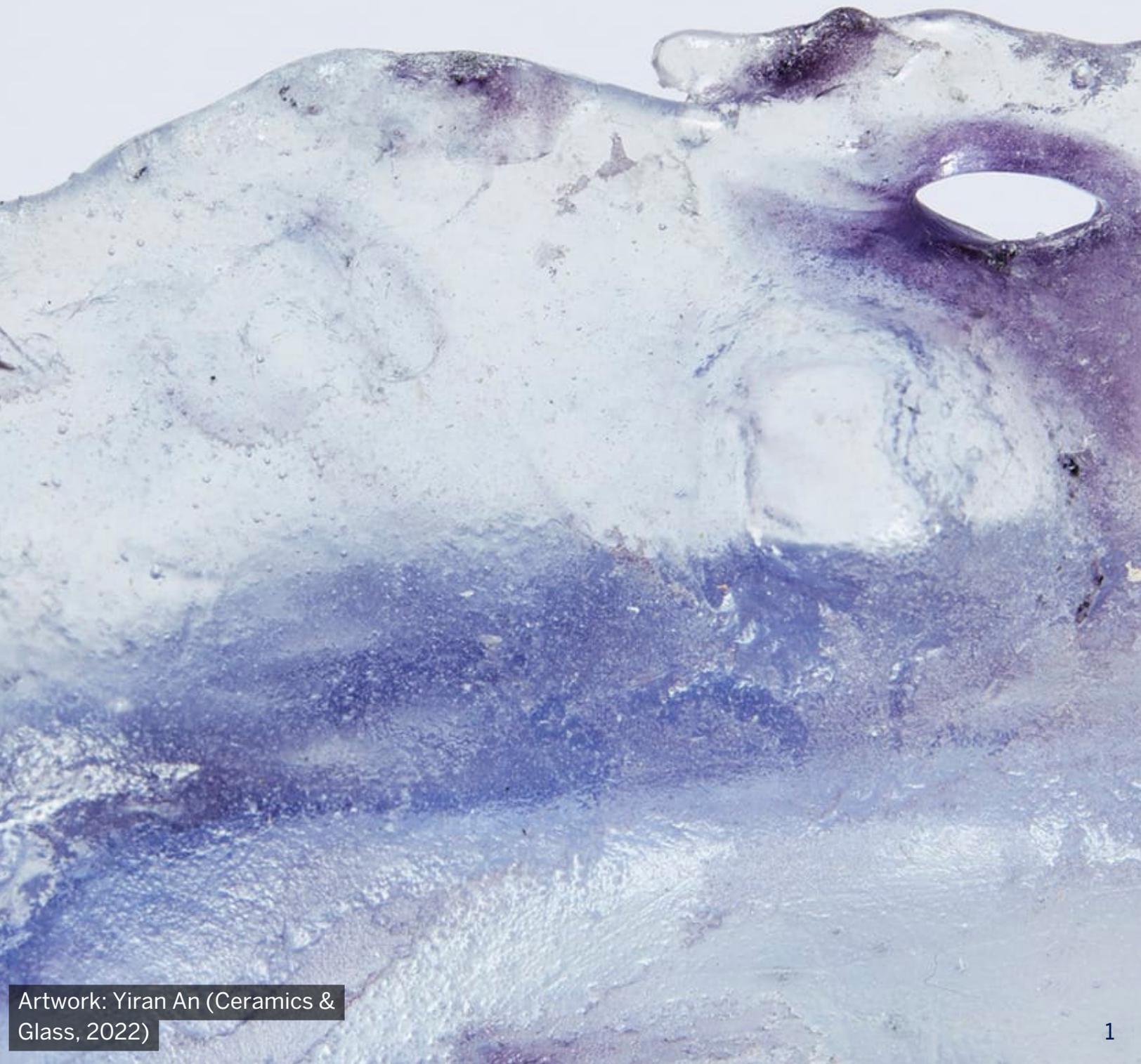


# RCA

# Administrative Assistant May 2023



Artwork: Yiran An (Ceramics & Glass, 2022)

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Photo: Richard Haughton

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# WELCOME TO THE RCA



Photo: Iwan Baan

Founded in 1837, the Royal College of Art (RCA) 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 one art & design university for a remarkable eight consecutive years (QS World Subject Rankings 2015–22).

The RCA is research-led, and recognised in the UK-wide Research Excellence Framework (REF) 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.



Photo: Richard Haughton

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 Strategy

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. For more information on The RCA's Strategic Plan 2022–27, please click on this link: [Strategic Plan 2022–27](#).

# Our People



Photo: Richard Haughton

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 the Council is Sir Peter Bazalgette (please see a link to Council independent members' biographies). The RCA's Vice-Chancellor - the CEO of the institution - is Dr Paul Thompson, who joined the College in 2009.

The RCA has more than 500 permanent staff, including internationally renowned artists, designers, architects, theorists and curators. These staff, together with 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.

# Our Values



Photo: Shaun James

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.

# Administrative Assistant – Graduate Diploma



Photo: Richard Haughton

## Academic Development Office

The Academic Development Office (ADO) helps to realise the College's strategic vision of advancing art and design education through the review and renewal of its academic offer. It does so in six principal areas:

- the assurance and enhancement of existing offers;
- the development of new academic modes, models and offers;
- the delivery of cross-College programmes and units, currently Graduate Diploma in Art and Design; Masters in Research (MRes) RCA, Postgraduate Certificate in Creative Education and the new 30-credit cross-College unit for all MA programmes;
- the educational development of staff;
- the interdisciplinary exchange and professional development of students;
- the internationalisation of the academic offer and expansion of collaborative partners.

## The Graduate Diploma

The Graduate Diploma Art & Design prepares students for Master's study in Art and Design. The programme focuses on developing proficiency in the discursive languages and independent learning methods and practices of art and design, and on introducing students to the role and influence of art and design in the world today.

The programme aims to make its participants better informed about the study options available to them, as well as the possible career paths that they might follow beyond graduation.

The programme is interdisciplinary in nature, mirroring the experience of Master's study at the RCA, however, Graduate Diploma students are invited to select a specialism at enrolment from the following areas: Communications, Design, Fashion and Textiles, Fine Art, and Research.

Purpose of the post:

The successful candidate will support the delivery, coordination, organisation, and administration of the Graduate Diploma programme and contribute, as part of a team, to supporting a range of activities within ADO.

The role works closely with the Graduate Diploma Administrator and the Head of Programme, providing support with administrative processes that span across the student lifecycle, including, admissions, induction, and assessment. The successful candidate will work proactively and collaboratively as part of a team and will communicate with a wide range of audiences, including academic staff, students, and technical support staff to contribute to the effective running of the Graduate Diploma programme and streamlined administration.



Photo: Richard Houghton

## Main Duties and Responsibilities:

### Graduate Diploma:

- To conduct day-to-day email and in-person communication with a diverse range of students, academic, administrative and technical support staff.
- To monitor the Graduate Diploma email account, answering basic queries and referring other queries to appropriate colleagues.
- To support the running of the Graduate Diploma student recruitment events such as Onboarding and Open Days (online or in-person), including maintaining a record of attendees and creating Zoom links as appropriate.
- To assist with the coordination and maintenance of the teaching timetable, including the timely booking of appropriate teaching spaces by utilizing appropriate software.
- To support students during the induction period, including assisting with administrative queries and directing them to the relevant information or the College's professional services departments as appropriate.
- To work closely with the Programme Administrator in liaising with the College's professional services in order to refer any students requiring additional support.
- To assist with scheduling student tutorials, including liaising with academic staff on availability.
- To post announcements and upload relevant content prepared by the team to the programme's Virtual Learning Environment (Moodle), to include archiving.
- To coordinate the programme's Student Forum, including circulating dates to students, room booking and taking notes at the meetings.
- To support the administration of the assessment process, including liaising with academic staff to confirm submission time frames, marking arrangements, creating and maintaining student assessment records, dissemination of feedback to students, and input of grades for the purposes of the examination board.
- To provide administrative support on activities which relate to executive education, including any short courses promoting the Graduate Diploma programme.

### Office:

- To administer financial transactions, including generating purchase orders and processing office expenditures in accordance with the College's financial regulations.
- To provide, as part of a team, additional administrative support in peak periods, to allow key ADO objectives to be met.
- To maintain an efficient filing system of digital files on a shared drive.
- To 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.

### Other:

- To undertake on any other administrative tasks and responsibilities as directed by the General Manager, Academic Development.
- To contribute to the administration of major events within the College such as the registration of students and Convocation.

# Person Specification



Photo: Richard Haughton

## Essential characteristics of the postholder:

- Educated to 'A' level or equivalent.
- Administrative experience working in a busy office environment with the ability to deal with a variety of issues with tact and sensitivity.
- High level of accuracy and attention to detail.
- Ability to manage and prioritise a varied workload whilst retaining excellent customer service standards.
- Good level of digital literacy and proficient in the use of productivity suites (email, calendar documents, spreadsheets, databases) such as Microsoft Office or Google for work and experience of maintaining databases.
- Excellent communication skills with people at all levels.
- Awareness of standards for managing and protecting information, including information security and data protection principles.
- Aptitude to use finance management systems and student records system.
- Naturally collaborative.
- Problem solver.
- The ability to use initiative and work as part of a team.
- Excellent organisational skills.

## Desirable characteristics of the postholder:

Experience working in Higher Education.

An interest and enthusiasm for art and design.

Experience with Finance systems and software such as Agresso.

# Pay & Benefits

## Additional Information:

- Salary: £27,428-£29,926 per annum pro rata inclusive of London 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.
- Normal hours will total 28 hours per week, 4 days a week, 9.30am and 5.30pm with an hour each day for lunch.
- 25 days annual leave (pro-rata) plus extended breaks at Christmas and Easter at the discretion of the college. Pro Rata for part-time employees.
- A Contributory defined benefit pension scheme and a season ticket loan are available.



Photo: Philip Vale

### 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 16% 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. 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.

### 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.