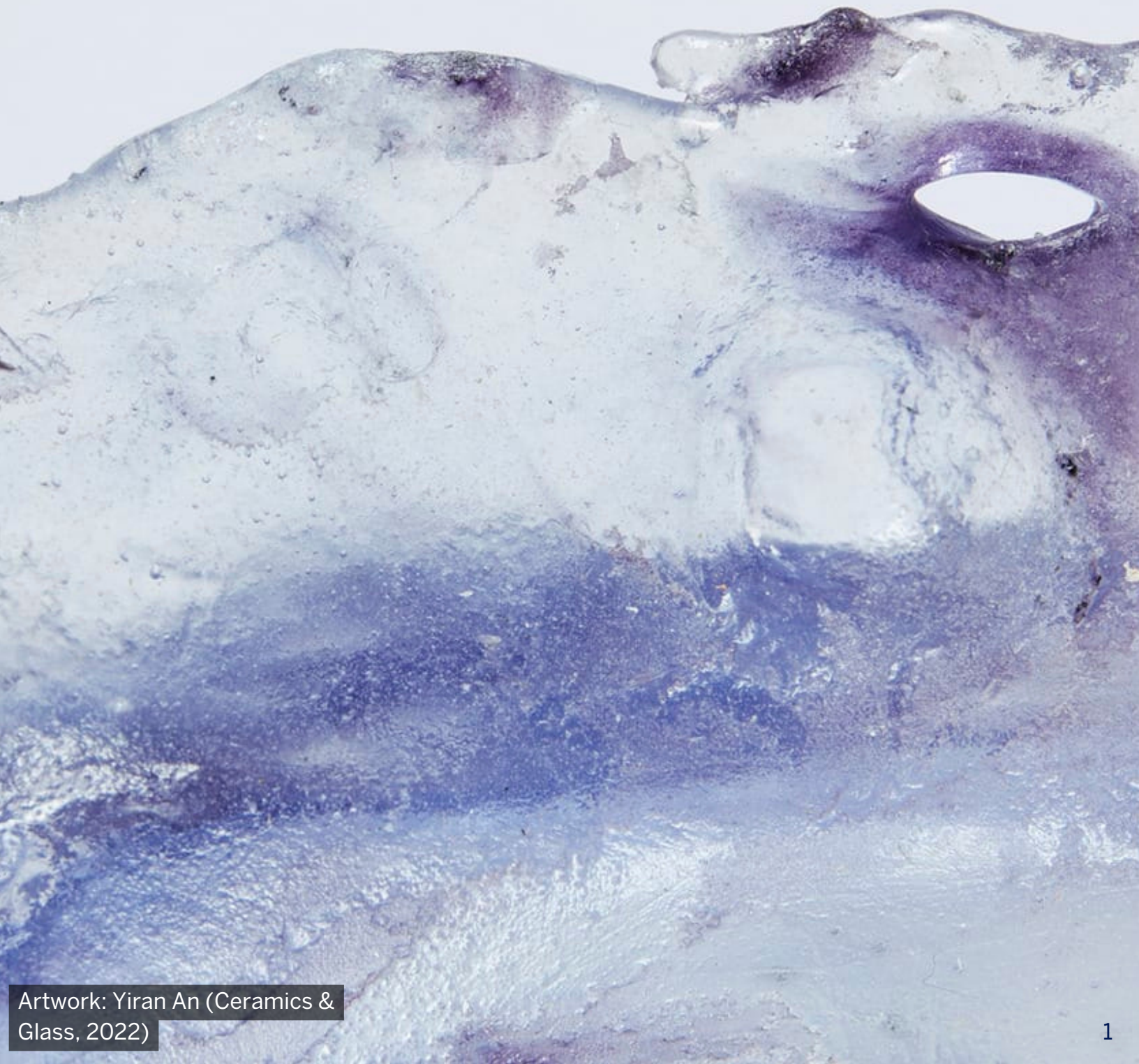


# RCA

## Student Experience Administrator 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.



# Student Experience Administrator



Photo: Richard Haughton

## Purpose of the Role:

The RCA is looking for an outstanding individual to support the Head of Student Experience and Academic Registrar to deliver an excellent student experience to our current and incoming students.

The role of the Student Experience Administrator will be to support the delivery, coordination, organisation, and administration of the Student Experience team and contribute, as part of a team, to supporting a range of activities within the department.

This person will act as the first point of contact for the Student Experience Team and provide friendly, helpful and informed responses to queries from students, guiding them to relevant information and initiating direct referrals to specialist staff. They will also take a lead role in organising diaries, meetings, committees, panels, and events for the Head of Student Experience and Academic Registrar.

## Main Duties and Responsibilities:

- Providing friendly, swift and attentive responses to enquiries via ServiceNow CSM platform, email, phone or in person at the Student Centre.
- Understanding and evaluating students' queries, taking time and care to identify and clarify the issues, and responding in a timely manner.
- Providing initial advice and key information on common queries and arranging appointments or referring students on to the appropriate team members for detailed advice.
- Liaising with colleagues for feedback on information needs to ensure all routine queries are identified and managed on an ongoing basis.
- Analysing current processes to identify potential improvements and, working jointly with members of the team, developing and implementing effective administration systems.
- Coordinate the collection and organisation of service outcome data to help monitor the performance and standard of our services.
- Organising diaries, committees, panels, and events for the Head of Student Experience and Academic Registrar.
- Coordinate agendas, draft reports, take meeting minutes, and drive actions for committees and panels on behalf of the Head of Student Experience and Academic Registrar.
- Support the COO and Head of Student Experience in implementing a new Health & Wellbeing Strategy for the College, coordinating the steering group and actions on behalf of the College.
- Taking the organisational lead on various events and activities throughout the year including welcome events for new students, open days, information events, and exhibitions.
- Working with team members to ensure the provision of comprehensive information on the College website, Moodle, Intranet, socials and printed resources are kept up-to-date and relevant for students, applicants, offer holders, alumni and staff.
- To assist with procurement for department activities, including raising purchase orders and managing department financial activities using the College's finance system, Agresso.
- To keep up-to-date with developments and expertise in RCA and the specialisms of the Student Experience and Registry teams.



# Person Specification

## Essential characteristics of the postholder:

- Experience working with people in an advisory or customer service role in a busy and multi-faceted team, providing confidential, responsive, helpful and friendly service.
- Excellent written communication, accuracy and attention to detail skills - demonstrating the ability to communicate complex issues sensitively in clear, simple and appropriate language to stakeholders.
- Proven experience in working effectively under pressure in a busy environment, adapting quickly to changing demands, priorities and processes without losing sight of deadlines.
- Proven administrative experience in minute taking, organising diaries, meeting management, committees and panels.
- Demonstrable IT skills with experience in using spreadsheets, databases, and CSM platforms.
- Experience in developing information materials and content for stakeholders, websites, newsletters, and printed information.
- Commitment to, and understanding of, equal opportunities issues relating to student and staff matters within a diverse and multicultural environment.

## Desirable characteristics of the postholder:

- Knowledge of issues relating to student welfare, support, and advice.
- Experience working in Higher Education.
- Experience working with CSM platforms inc. ServiceNow
- Experience with Finance systems and software such as Agresso
- Experience in organising events and courses involving students, academics and professional specialists.



Photo: Richard Haughton

# Pay & Benefits

## Additional Information:

- Salary working five days per week: £30,680 - £33,903 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 35 per week over 5 days, 9.30am to 5.30pm with an hour each day for lunch
- 25 days annual leave per annum pro rata, plus extended breaks at Christmas and Easter
- A contributory defined benefit pension scheme and interest-free season ticket loan are available
- Location: Kensington with travel to Battersea and White City
- Term: Permanent



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.