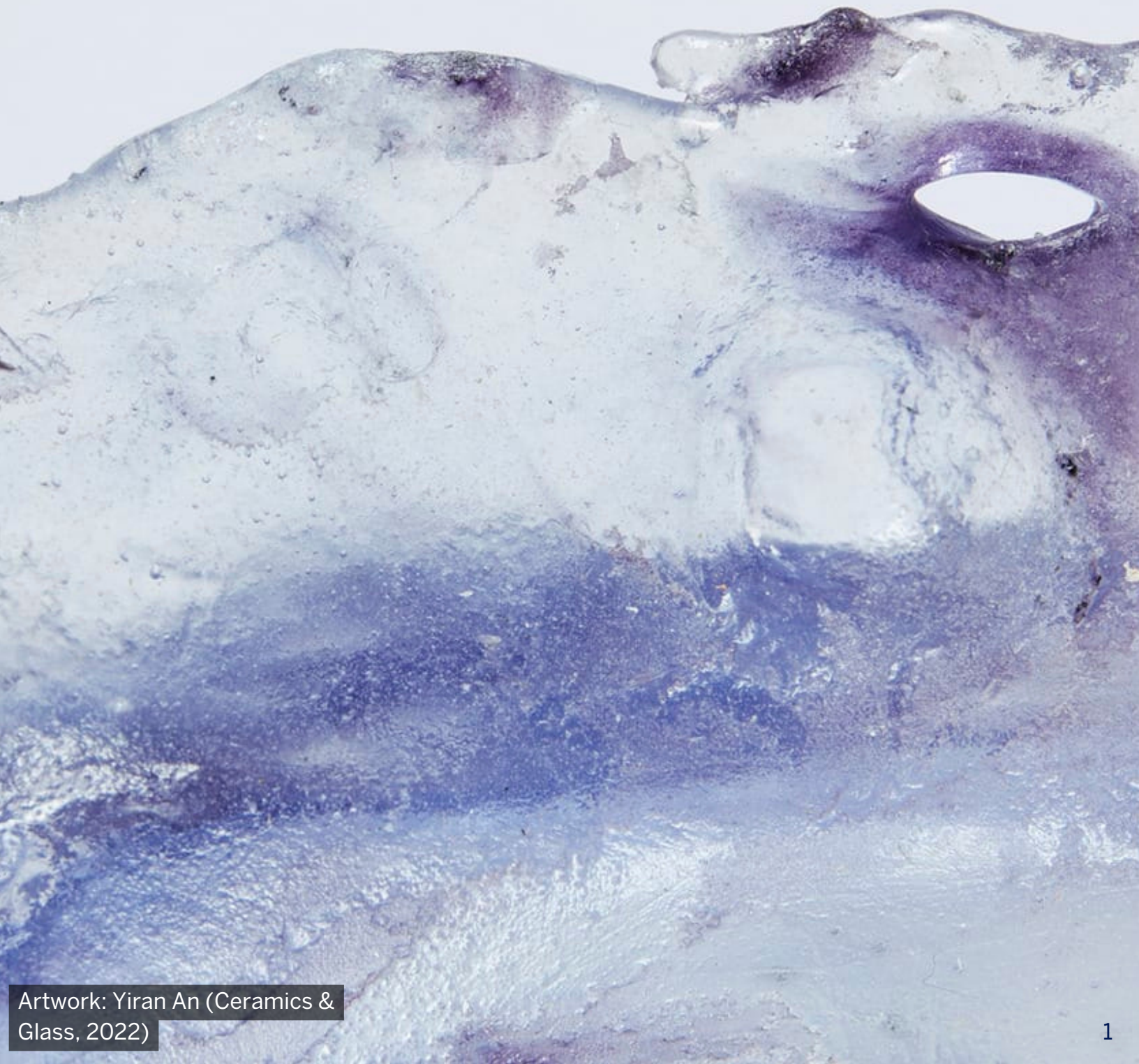


RCA

Technical Delivery Manager July 2023



Artwork: Yiran An (Ceramics & Glass, 2022)

CONTENTS



Photo: Richard Haughton

3	<u>About RCA</u>
4	<u>Our Strategy</u>
5	<u>Our People</u>
6	<u>Our Values</u>
7	<u>About the Role</u>
9	<u>Person Specification</u>
10	<u>Pay and Benefits</u>

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.

Technical Delivery Manager



Photo: Richard Haughton

Purpose of the post:

The Technical Delivery Manager (TDM) will manage and control the delivery of complex technical change initiatives, taking responsibility for ensuring customer needs and requirements are met and change is delivered on time and within budget. The TDM will fulfil a critical supporting role, representing Technology with stakeholders from across College, liaising with other Technology staff and engaging with other members of the team to maintain a product-centric delivery approach.

The role holder draws on technical experience in delivering application and integration change, including subject matter expertise within specific business operations domains and/or Higher Education, coordinating a variety of different subject matter experts.

As a pivotal individual within Technology, the role holder will work with others to deliver change following industry best practices. This will ensure that Technology's customers have an evolving suite of products that meet their current and future needs and that these products are aligned with and support the College's overall business strategy.

Main Duties and Responsibilities:

- Guides, coordinates and supports technical change delivery and an agreed methodology, working under general direction with a clear framework of accountability and exercising substantial personal responsibility and autonomy, planning own work to meet given objectives and processes.
- Ensures skilled resources and tools are in place, including any 3rd party support, to deliver the technical delivery, working closely with Technology team leads.
- Schedules and manages delivery across product lines, demonstrating a technical understanding of the projects being undertaken and the skills and capacity of the resources available, making decisions which influence the success of projects and team objectives, and collaborating regularly with team members, users and customers.
- Removes impediments to product line delivery through engagement with Technology and the Business as a whole, understanding the responsibilities and capabilities
- Coordinates and supports Technology and business teams with planning, impacting, scheduling and implementing changes and releases, making decisions which impact the success of assigned work, i.e. results, deadlines and budget.
- Provides cost estimates and develops budgets for product lines and individual projects.
- Maintains communications between the Technology Delivery teams and their customers, facilitating collaboration between stakeholders.
- Analyses and manages risks and issues, helping assess and evaluate them proactively and helping put mitigation plans in place.
- Monitors overall progress, highlighting risks and taking appropriate action to ensure timelines, budgets and deliverables are kept on track.
- Fully understands the importance of security and legal compliance to own work and the operation of the organisation. Seeks specialist knowledge or advice when required to support own work or the work of immediate colleagues
- And such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.



Photo: Richard Haughton

Person Specification

Essential characteristics of the postholder:

- Educated to degree level in a relevant discipline or substantial experience in a related field
- Project Management qualification, preferably in an Agile methodology or equivalent experience
- Experience working in IT as a Technology Delivery Manager or Project Manager within a large organisation, applying subject matter expertise within specific business operations domains and/or Higher Education to deliver technology change
- Experience in managing development and innovation utilising Agile or iterative project techniques and methodologies
- Experience in leading and driving business initiatives across an organisation, including experience working with others to deliver effectively
- Experience in engaging with and influencing a wide range of stakeholders, including senior management
- Knowledge of a broad range of current and evolving IT technologies, architectures, delivery models and current product development practices and methodologies
- Passionately acting as an advocate for innovation, challenging traditional thinking
- Excellent interpersonal skills with the ability to lead others and persuasively communicate complex technical information effectively to a diverse range of stakeholders, including those without a technical background, resulting in productive working relationships – a “trusted adviser” to business and technology teams
- Ability to identify and prioritise work and ensure appropriate resources are deployed to complete it
- Demonstrated strong service attitude; building lasting customer relationships, striving for efficiency and effectiveness
- Team player, able to work collaboratively cross-function to achieve a common organisational goal, understanding the needs, objectives and constraints of stakeholders in other disciplines and functions
- Able to make and guide effective decisions on risk, explaining clearly how the decision has been reached. Ability to make decisions proportionate to the level of technical complexity and risk
- A strong communicator, able to make clear reports and presentations to a variety of audiences and in a variety of mediums e.g. formal written reports, workshops, online or face-to-face
- Ability to simultaneously manage multiple varied activities; able to work under pressure e.g. to deliver against challenging deadlines
- Self-motivated, proactive and able to work on their own initiative
- Organised, with excellent project management, time management and prioritisation skill

Desirable characteristics of the postholder:

- Experience with educational technologies and their use to support the delivery of teaching and learning within a large organisation
- Knowledge of the Higher Education sector and the specific requirements and challenges of product delivery within this sector

Pay & Benefits

Additional Information:

- Salary working five days per week: £59,332 - £66,343 per annum 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
- 30 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: Battersea, Kensington & 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

30 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 on 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.