RCA

Deputy Director of Digital Product Delivery

July 2023
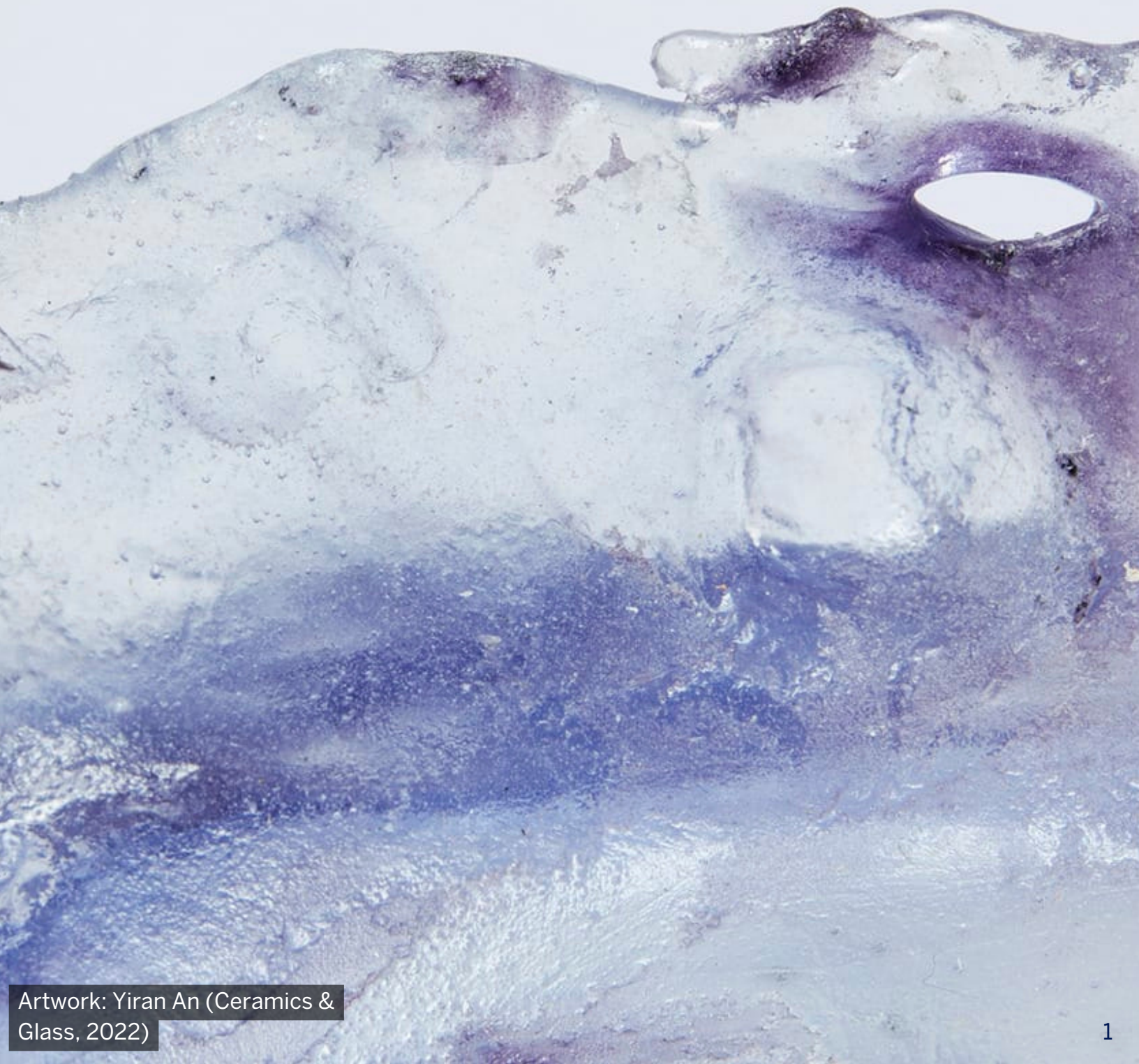
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Photo: Richard Haughton

WELCOME TO THE RCA

Photo: Iwan Baan

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 one art and design university for a remarkable nine consecutive years, according to the QS World University Rankings by Subject 2023 – the worldwide survey of academic and industry opinion.

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.

More than 2,700 students are spread across four schools and research and academic departments, studying at Graduate Diploma, MA, MFA, MDes, MArch, MEd, MRes, MPhil 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 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

His Majesty King Charles III is Royal Visitor to the RCA (ie Patron). The RCA's Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette (please see 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's academic faculty bring world-leading expertise and industry knowledge to the practice-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 combines contemporary and industry-focused teaching perspectives. It also employs a team of 95 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.

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.

Deputy Director of Digital Product Delivery

Photo: Richard Haughton

<u>Purpose of the post:</u>

Delivering Digital Product Services at RCA requires the ability to meet the needs of a wide and diverse range of stakeholders, with a focus on excellent total experience for our Students, Staff and Alumni. As a key senior leadership position, the role is responsible for setting and maintaining the strategy for the Digital Product function, working very closely with the senior leadership across the RCA, and evolving the strategy, capability and organisation to ensure it remains relevant to the College and its strategic priorities.

Main Duties and Responsibilities:

Strategy
- Responsible for setting and maintaining the strategy for the Digital Products Team.
- To contribute to the formulation of the Directorship Strategy and operational planning as part of the Senior Leadership Team.
- To direct the Product Teams in development of the Product Roadmaps, in line with the objectives of the College Strategic Plan.
- Accountable for strategic supplier/partnership relationships.
- Devolved responsibility for setting, managing and adhering to the Digital Product budget.

Delivery Management
- To oversee the management of enhancements, fixes and support across the end-to-end lifecycle of digital products. Ensuring that users have a modern technology capability.
- To manage integrations, migrations and decommissioning as appropriate, working closely with IT Services as required.
- To identify the cultural changes required in relation to new product and process adoption, embedding those changes through process redesign, advocacy, effective stakeholder management and coordination of training and guidance.
- Work with the Head of Portfolio and Business Operations to ensure effective ways to deliver the Product Portfolio including, talent and skill building, ways of working, resource planning and Technology Roadmap Governance.

Financial/ Supplier Management
- To define, set and manage the Digital Product Delivery budget together with CIO & Director of Digital and Technical Services, Head of Portfolio & Business Operations and the Finance team; contribute to the investment planning cycle with the preparation of investment proposals for the procurement of digital product technology.
- To lead supplier discussions and procurement exercises resulting in cost-effective, value-for-money purchases of products and services.
- Work with Finance and ensure compliance with Finance Regulations & Policies and Procurement Regulations.
- Accountable for managing and reporting the financial status of product lifecycle costs to stakeholders.
- Ensure transformation projects are delivered within the agreed time and budget.

Leadership
- Deputise for the CIO and Director of Digital and Technical Service on rotation with other Deputies when required.
- Responsible for direct line management of approximately 7-8 staff and functional oversight of approximately 15-20 staff in the Digital Products team.
- To direct the work of the lead Product Specialist and Product Technology Specialist e.g. Integration specialist and Data support specialist.
- Lead engagement through stakeholder networks across the organisation, providing clear communications about the delivery of the product roadmaps.
- Responsible for key decision-making around prioritisation of Products related activities and resource allocation for those activities and providing visibility on the demand pipeline/backlog in collaboration with the Head of Portfolio and Business Operations and business stakeholders.
- To keep abreast of technology advances in Higher Education and other sectors. Actively participate in industry discussions.

Photo: Richard Haughton

Person Specification

Essential characteristics of the postholder:

- Demonstrable ability to direct, manage and motivate technology staff and teams within a high-profile organisation, including experience in dealing with recruitment, appraisal and performance matters.
- Proven ability to translate business needs and outcomes into technical features, working closely with internal and external stakeholders.
- Proven track record in delivering and developing standard and complete Digital Products to organisations.
- Proven understanding of current and legacy technology architectures and
- systems integration.
- Excellent interpersonal skills, able to work effectively as part of a senior leadership team and to build professional relationships at all levels of an organisation.
- Experience in managing complex OpEx and CapEx budgets and making strategic decisions for investment in Technology.
- Demonstrable experience in managing third-party suppliers in the development and ongoing delivery of Software as a Service.
- Ability to communicate clearly and persuasively and to influence and negotiate where appropriate.
- Excellent problem-solving skills.
- Ability to deal with difficult situations and confidential matters and to provide effective solutions when necessary.
- Excellent planning, organisation and prioritisation skills; able to manage and deliver successful projects on time and budget, using Agile methodology.
- Education to a technology-based, degree level or equivalent experience.

Desirable characteristics of the postholder:

- Experience with ITIL framework for IT Service Management.
- An interest and enthusiasm for contemporary art, design and culture.
- Experience working in Higher Education.

Pay & Benefits

Additional Information:

- Competitive Salary
- 30 days annual leave plus extended breaks at Christmas and Easter pro-rata for part-time staff
- A contributory defined benefit pension scheme and interest-free season ticket loan are available
- The successful candidate will be required to work at Kensington Campus as well as across the RCA's other London sites (White City and Battersea) as necessary and reasonably requested.
- The details of this Job Description may be reviewed from time to time according to the changing needs, capabilities and circumstances of the Royal College of Art
- Key Working Relationships: CIO & Director of Digital and Technical Services, Head of Portfolio and Business Operations, Head of IT, Head of Technical Services, Head of Library Services, Directors and Heads of Departments, External Partners

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.