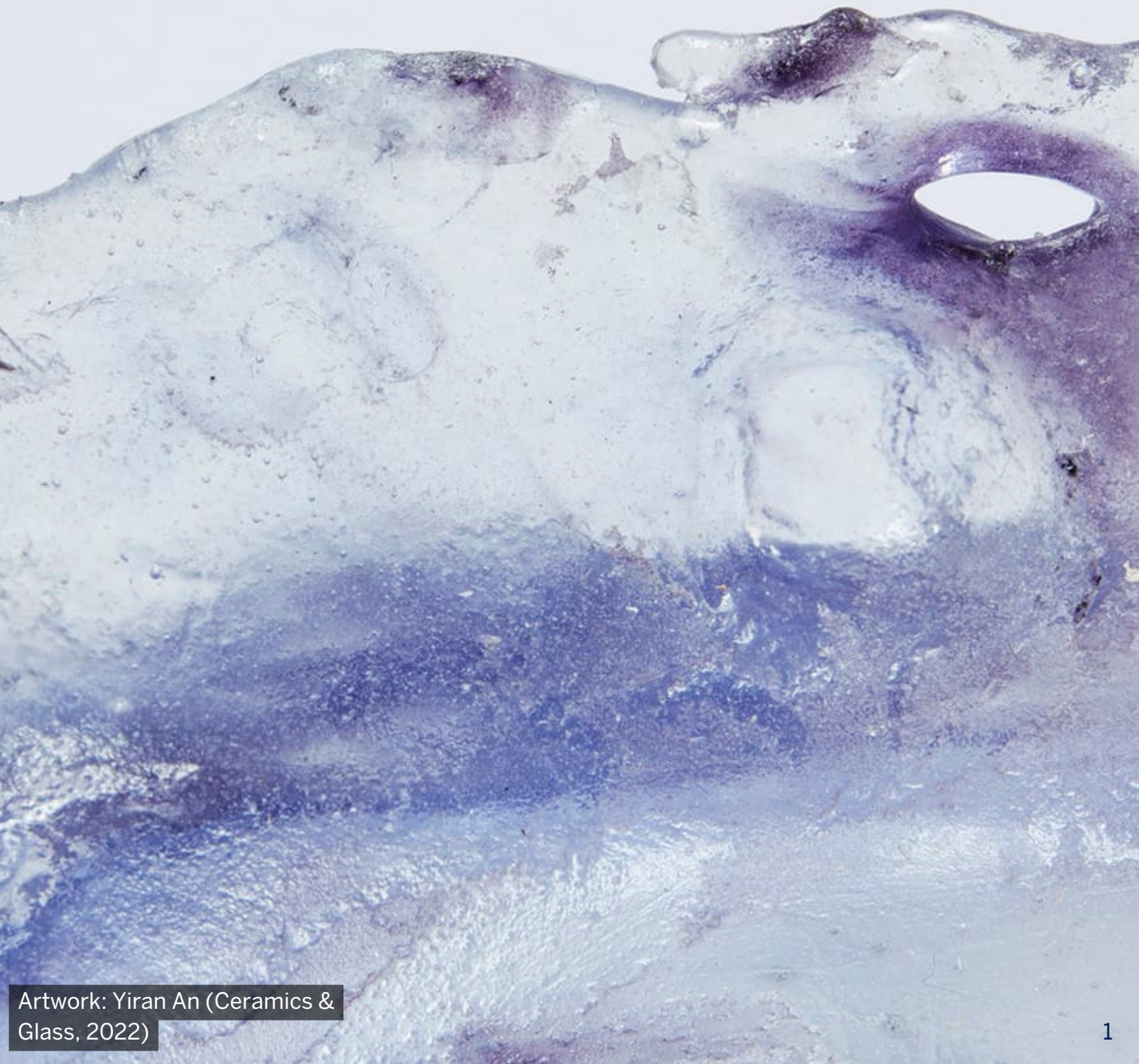


# RCA

# Tutor (Research) Service Design November 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 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 2021.

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.



# School of Design



Photo: Richard Haughton

The School of Design offers programmes that engage with a broad spectrum of design from the industry-focused, through collaboration with engineering and science, to the experimental and theoretical. With a strong culture of innovation, experimentation and debate, as well as research degrees at MPhil and PhD level, the School explores the boundaries of knowledge in the fields of industrial design, design engineering, product design, service design, critical design, systems and services, social innovation, new materials, globalisation and the discourse between international pedagogies and manufacturing. The School also offers a new one-year MRes degree in healthcare and design, in partnership with the School of Medicine at Imperial College, with students drawn from medical and design backgrounds, and also a pathway on an innovative new cross-RCA MRes degree.

The RCA's latest strategic plan, 2016-2021 positions the RCA at the interface between science, technology and the creative arts in alignment with the 'STEAM' agenda, which looks to integrate the 'A' of art into the arena of science, technology, engineering, mathematics and medicine.

## Programme

The RCA Service Design course was established in 2012 and since then has become the world's leading service design course producing cohorts of successful and influential designers working in the commercial and public sector. The programme is moving to a new academic module of a one-year Masters MA (RCA) as well as growing research activities including MPhil / PhD programmes. The Masters programme takes a diverse range of applicants (digital and product designers, social science, business management and from many other disciplines) and introduces them to service design methods and principles, behaviour, human centred design, systems thinking, team working and collaborative research processes.

The programme is built around a series of challenges that connect industry and public sector partners, student projects, research and action on the key issues of our times including the environment, societal issues, commercial innovation and ethical technology.



# Tutor (Research) - Service Design



Photo: Richard Haughton

## Purpose of the post:

To delivering a successful Masters programme in the extended three semester model, creating new opportunities for interaction with students and developing our influence and impact through student projects and our research portfolio.

In joining this successful, friendly and energetic team, we are looking for people who are proactive in developing the practice of service design with a strong research base who are keen to contribute to the development of this still new discipline. The role will include management of student projects and industry partners, develop world class research around the challenge topics and research strategy and bring specific expertise in an area of service design. This may include ethics, data, sustainability or service design methods such as research or experience prototyping.

## Main Duties and Responsibilities:

### Learning & teaching:

- Provide academic, pastoral and technical (as appropriate) tutorial support to students, including regular one-to-one meetings as agreed
- Provide regular feedback to students to help them develop their skills and improve the quality of their work
- Participate in the assessment of student work, including through participation in the assessment board as required, ensuring a rigorous and fair assessment of the work
- If directed by the head of programme, lead a designated high-quality project, ensuring delivery on time and on budget
- Contribute to, deliver and where appropriate lead on cross-college, cross-school and cross-disciplinary teaching and research activities as appropriate
- Keep abreast of innovation and best practices in learning and teaching in your own subject
- Continually update own knowledge and understanding in academic specialism
- Supervise research students (MPhil or PhD as appropriate)
- Contribute to teaching, delivering high-quality teaching content that meets the needs of individual students
- Actively engage in broader educational issues, such as external examining and attending conferences
- Contribute to curriculum design and supporting material to help ensure high-quality academic content and innovation in learning and teaching, and assessment

### Research:

- Disseminate research findings through appropriate channels, and in line with the College's overall strategy
- Complete and keep up to date five year individual research plan, reviewed and updated annually, related to the School's research strategy and aligned with the College's research strategy.
- Develop and follow research interests in line with the strategic direction of the College and school, in consultation with the head of programme and the dean
- Determine relevant research objectives and prepare proposals tailored to the appropriate audiences
- Consistently produce research outputs of at least 3\* REF quality to enable submission to the REF
- Ensure that research makes a significant contribution to the overall standing of the school
- Conduct and lead individual research projects, building a programme of research which contributes to the overall standing and reputation of the College and contribute to school research funding targets



Academic management, administration & citizenship:

- Participate in student recruitment, including assessing student ability and potential to inform recruitment decisions
- Promote the College to potential students, through speaking engagements, attendance at promotional events, or other relevant activities
- Lead field trips in line with programme requirements, supporting student learning and helping to ensure pedagogic value from such trips
- Undertake risk assessments for work as necessary, complying with the necessary policies and procedures and ensuring the safety of students and colleagues
- Participate in college committees as appropriate, contributing to sound decision making

Knowledge transfer & executive education:

- Contribute towards proposals for funding and manage any individual grants awarded to ensure delivery of objectives
- Seek to develop links with industry in area of specialism to promote the College and its students, and where appropriate, contribute to Executive Education.

# Person Specification

## Essential characteristics of the postholder:

- First degree in a relevant specialism
- A postgraduate certificate (PGCert) in higher education and/or accredited fellow of the Higher Education Academy, or willingness to undertake appropriate training to achieve such within two years of appointment
- Commitment to high quality teaching and fostering a positive learning environment for students.
- Commitment to continuous professional development.
- Commitment to equality of opportunity and the ability to work harmoniously with colleagues and students of all cultures and backgrounds
- Evidence of, or clear potential to produce, research outputs of at least 3\* REF quality in line with the strategic direction of the College
- Experience of devising and teaching courses, and setting and assessing written work at undergraduate or postgraduate degree level

## Desirable characteristics of the postholder:

- A doctorate in relevant field or evidence of appropriate professional practice or academic achievement
- Evidence of the ability to supervise academic work at masters level
- If supervising research students, have completed research supervision training or willingness to undertake and complete appropriate training within two years of appointment



Photo: Richard Haughton



# Pay & Benefits

## Additional Information:

- Salary working 1FTE, Grade 9: £51,992-£58,037 per annum inclusive of London Allowance, pro-rata for part-time staff
- 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 appointment is permanent subject to a two-year probationary period.
- Time to conduct research will be allocated to the person appointed on the basis of the College's Academic Employment Framework. This stipulates a minimum of 20% research time for a research academic.
- 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.
- 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 shared parental pay

Qualifying employees are entitled to enhanced shared parental pay: up to 24 weeks' paid at the full rate of the employee's normal pay (only in the first 26 weeks following the start of maternity/adoption leave), followed by 13 weeks Statutory Shared Parental Pay. This compares to the statutory provision of up to 37 weeks paid at the statutory rate or 90% of average weekly earnings, whichever is lower.

## 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.