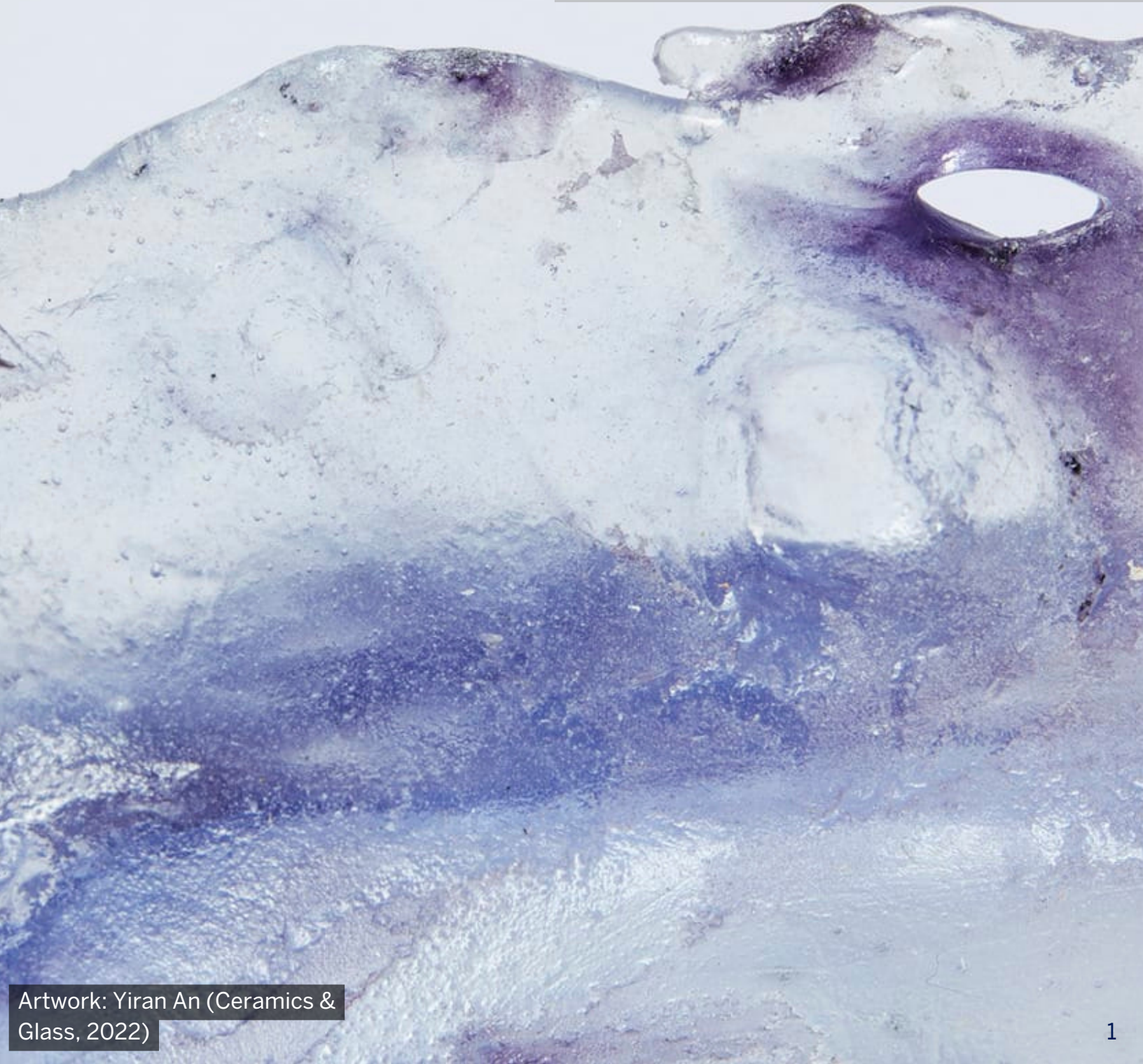


# RCA

# Student Conduct and Complaints Manager

## December 2023



Artwork: Yiran An (Ceramics &  
Glass, 2022)



# CONTENTS



Photo: Richard Haughton

3	<a href="#"><u>About RCA</u></a>
4	<a href="#"><u>Our Strategy</u></a>
5	<a href="#"><u>Our People</u></a>
6	<a href="#"><u>Our Values</u></a>
7	<a href="#"><u>About the Role</u></a>
11	<a href="#"><u>Person Specification</u></a>
12	<a href="#"><u>Pay and Benefits</u></a>

# 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-level institution 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 25,000 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 2,800 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. 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

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 President and Vice-Chancellor – the CEO of the institution – is Dr Paul Thompson, who joined the College in 2009, but will be leaving in May 2024. The incoming President and Vice-Chancellor is Professor Christoph Lindner, who will be joining the RCA in April 2024.

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 196 FTE, supported by around 215 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.



# Student Experience



Photo: Richard Haughton

## Student Experience

The Royal College of Art (RCA) is committed to enhancing the complete student experience. We are on a journey to build a sense of belonging, pride, and community within our RCA student body by putting students at the heart of everything we do. The RCA's student experience is underpinned by academic excellence and professional efficient support service within a welcoming, supportive and inclusive community.



# Student Conduct & Complaints Manager



Photo: Richard Haughton

## Purpose of the post:

The Student Complaints and Conduct Manager will lead on managing a coordinated approach to student complaints, academic appeals and student misconduct cases across all stages including investigations. You will oversee the monitoring and tracking of cases to ensure that the various stages and timescales prescribed in procedures or required by external organisations, such as the Office of the Independent Adjudicator for Higher Education (OIAHE), are met. The Student Complaints and Conduct Manager will support the Head of Student Experience and Academic Registrar to deliver an excellent student experience to students, improving processes, policies and learnings related to student complaints and conduct.



## Main Duties and Responsibilities:

- Liaise with academic and professional services staff across the College on student complaints and related issues, providing advice and guidance on policy and its implementation and on specific student cases.
- Respond to students' queries about relevant policies and procedures and liaise with the RCASU Advice Services.
- Oversee the coordination and response to student complaints and conduct cases that require local (school/programme/ service) resolution to ensure timeframes are managed and outcomes communicated to the relevant stakeholders.
- Lead student complaints and conduct investigations, producing the required reporting and outlining the suggested outcomes for the relevant senior manager to approve the resolution.
- Coordinate and administer formal student complaints and conduct panels, undertaking a secretariat function, advising and servicing the panel and reporting outcomes to relevant committees.
- Support the Academic Registrar in investigating student complaints received by the Office for the Independent Adjudicator (OIA) and provide relevant information as required.



Photo: Philip Vale

## Main Duties and Responsibilities (cont):

- Draft correspondence to students and/or their representatives and issue Completion of Procedures (CoP) letters where appropriate.
- Develop and maintain relationships with academic and professional services colleagues, and external agencies to ensure timely resolution of student cases and clear communication of outcomes.
- Compile clear and concise statistics and reports related to student complaints, appeals and conduct to outline trends, analysis and service improvements at RCA or for submission to external organisations, such as the OIA
- Ensure review of complex cases and their outcome is embedded in departmental practice and processes.
- Develop and review relevant policies and guidelines, working proactively with academic and professional service colleagues.
- In collaboration with Schools, Student Experience and Registry teams implement evidence-based improvements to procedures and processes, engaging with external networks to identify areas of sector best practice.
- Produce and revise training documentation and assist with the delivery of training workshops to academic and professional services staff across the College related to student complaints and conduct handling.
- Maintain the highest standards of professionalism at all times, be aware of potential conflicts of interest and promote equality and diversity for students and staff in accordance with
- policies.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.





# Person Specification

## Essential to the role

- Experience of leading investigative work and high-level decision-making involving complex and/or sensitive issues.
- Comprehensive knowledge of HE sector-wide issues, case management, legislative requirements and relevant national codes of practice.
- Proven experience of handling sensitive information, maintaining confidentiality and ability to work with tact and sensitivity in complex situations.
- Demonstrable experience of providing advice and guidance to senior and other staff and advising and servicing committees, including minute writing.
- Excellent interpersonal skills. Ability to establish and maintain credibility with students and staff at all levels.
- 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.
- Excellent statistical, analytical and report-writing skills
- Commitment to, and understanding of, equal opportunities issues relating to student and staff matters within a diverse and multicultural environment.

## Desirable to the role

- Experience in policy development and system or process improvement in a service-oriented environment.
- An understanding of academic compliance and the support needs of students in the higher education context and experience in successfully managing projects, designed to improve the student experience and academic compliance.
- Knowledge of issues relating to student welfare, support, and advice.
- Experience of working with CSM platforms inc. ServiceNow.
- Experience with Finance systems and software such as Agresso.



# Pay & Benefits

## Additional Information:

- Grade 8 salary working 35 hours per week: £46,620 - £50,616 per annum inclusive of London Allowance. Pro rata for part time employees.
- 25 days annual leave plus extended breaks at Christmas and Easter at the discretion of the college. Pro rata for part time employees.
- Contributory final salary pension scheme and interest free season ticket loan are available.
- 0.6 - 1 FTE (21 -35 hours per week), permanent role, based in London/Hybrid (all 3 sites).
- Responsible to: Head of Student Experience and Academic Registrar



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

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 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 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 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.