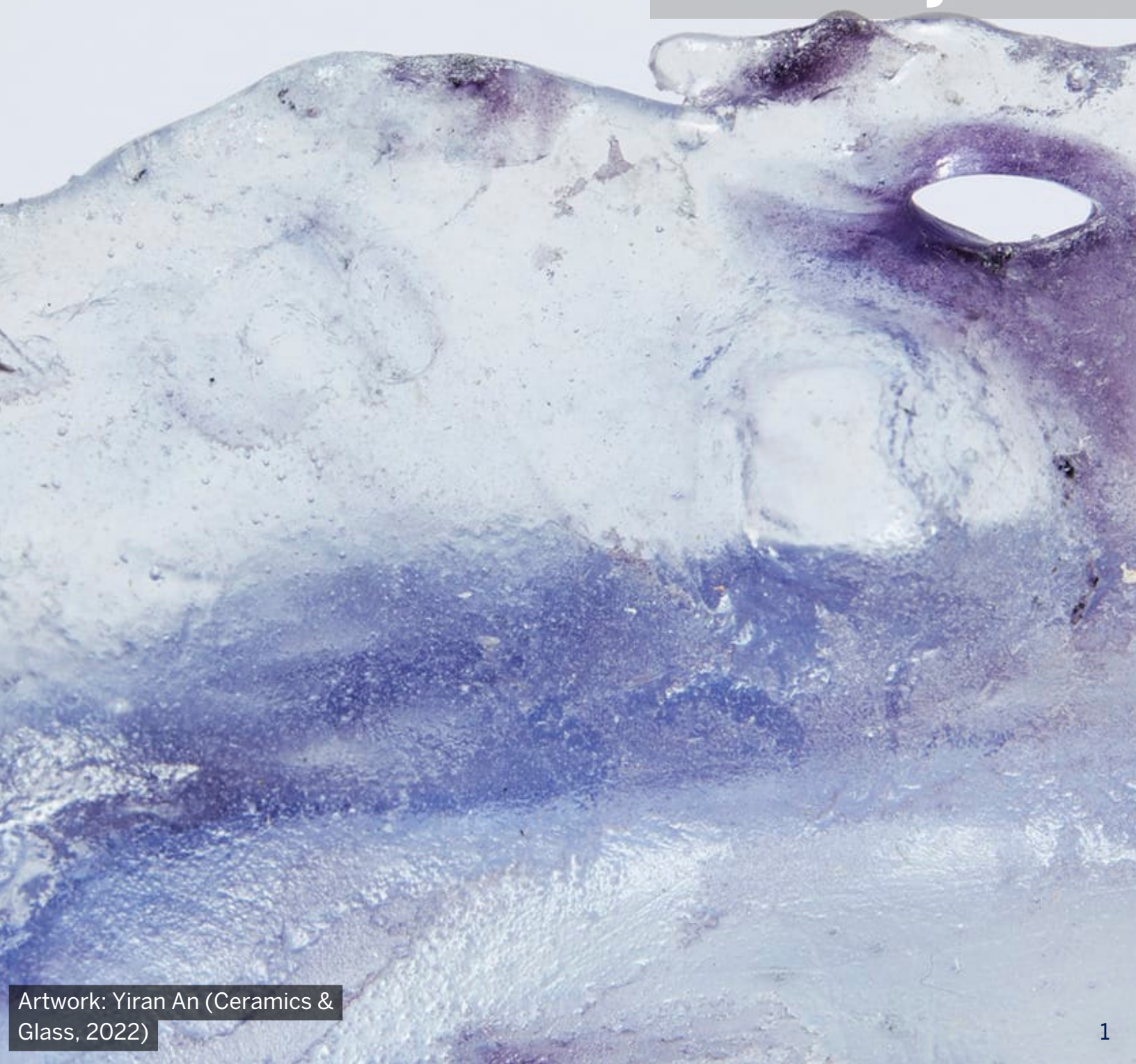


RCA

Postdoctoral AKT Associate (Lloyds Banking Group) February 2024



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-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.

Postdoctoral AKT Associate



Photo: Richard Haughton

Purpose of the post:

This project is an Accelerated Knowledge Transfer (AKT) partnership between the Helen Hamlyn Centre for Design at London's Royal College of Art and the Inclusive Design, Experience Innovation and Design Assurance teams at Lloyds Banking Group. The project aims to innovate a framework that promotes financial inclusion through an examination of the internal structures, processes and behaviours in design and innovation for financial products.

The project builds on ongoing efforts at Lloyds Banking Group to explore the causes of systemic exclusion in banking. Over the 4-month period, the AKT Associate will work with select Consumer Lending departments, where customising and innovating financial products for vulnerable and marginalised groups is particularly challenging, due to a range of business and economic factors affecting credit decisions and financial risk modelling.

The post holder will use the participatory methods of inclusive and people-centred design to directly work with key Lloyds Banking Group stakeholders, ranging from decision makers, e.g., innovation managers and executives, to customer-facing colleagues, in order to:

1. Scope how people-centred requirements of financially vulnerable groups can be better integrated at product / service design stage;
2. Co-develop a framework that enables stakeholders themselves to apply inclusive design principles throughout the innovation processes of financial products / services within everyday practice.

Postdoctoral AKT Associate

The AKT Associate will be qualified to a PhD level (or equivalent work experience) and bring expertise in one or more of the following disciplines: inclusive design, design research, service design, design innovation, design assurance, financial equity, economics of scale, organisational anthropology, policy design and / or related disciplines. The post is full-time, and the AKT Associate will be based between the Royal College of Art (1-2 day / week) and Lloyds Banking Group (3-4 days / week).

The post holder must be available for immediate start in the week commencing 18 March and for the entire duration of the project. Job share may be considered.

The AKT Associate will deliver all day-to-day project activities with supervision from the RCA and Lloyds teams, as per the project design, including but not limited to:

- Document analysis of organisational policies;
- Interviews with key stakeholders, e.g., innovation managers, product owners, business and technology platform leads, executives, and customer-facing colleagues;
- Co-design and trialling of interventions via participatory workshops and design sprints;
- Analysis of data and project outcomes;
- Project write-up and reporting.

Innovate UK Accelerated Knowledge Transfer (AKT)

The Accelerated Knowledge Transfer (AKT) programme is jointly delivered by Innovate UK and Innovate UK Business Connect. The programme was designed to create short-term collaborations between a Business Partner (i.e., Lloyds Banking Group) and a UK Knowledge Base (i.e., Royal College of Art) to rapidly inject innovation capacity. Inspired by the highly successful partnership model of KTP (Knowledge Transfer Partnerships), the AKT concept is to deliver a rapid and targeted intervention to accelerate the evaluation or development of an innovation project or concept, which has the potential for significant impact for the Business Partner. This is to either solve a challenge, or to resolve a question that the business might have about a challenge.

Helen Hamlyn Centre for Design



Photo: Richard Haughton

Helen Hamlyn Centre for Design (the knowledge base)

The Helen Hamlyn Centre for Design (HHCD) is a globally recognised centre of excellence with a 33-year history of applying inclusive design to improve life. The HHCD applies the frameworks, methods, tools, and processes of inclusive and people-centred design to ensure that the needs, requirements and aspirations of key stakeholder and audience groups are included throughout the entire chain of solutions finding and realisation. To date, the HHCD has worked with over 200 clients from business, government and the voluntary sector and has a track record of nearly 300 projects that bring people-centred innovation strategies to products, services, technologies, and experiences. Our work is divided into two Research Areas – Age & Diversity and Healthcare, and two Impact Areas – Inclusive Design for Business Impact and Inclusive Design for Social Impact.

At the Helen Hamlyn Centre for Design, the project will sit within the Inclusive Design for Business Impact lab, which uses people-centred and inclusive design to enable companies of all shapes and sizes achieve the impact they are seeking to create - both internally for their organisation, and externally through products and services.

Lloyds Banking Group (the business partner)

The project will be based with Lloyds Banking Groups' Inclusive Design team, which was set up in 2021 to enable the organisation to more effectively understand the wider needs of society, and apply these to the design of financial services and products. The AKT Associate will also work with Lloyds' Experience Innovation and Design Assurance teams as required.

Lloyds Banking Group Postdoctoral AKT Associate



Photo: Richard Haughton

Main Duties and Responsibilities:

- To work effectively with the RCA and Lloyds' teams to deliver all research and innovation activities and project outcomes in a timely manner;
- To undertake rigorous stakeholder-inclusive research which leads to robust knowledge and innovation outcomes via a combination of primary and secondary research methods of data collection and analysis, as per the project design;
- To design all materials and tools for the research and innovation activities, and co-design the sprint activities with the RCA and Lloyds project teams;
- To effectively communicate and engage with all project stakeholders and maintain good working relationships across RCA and Lloyds, in the interest of a productive partnership and knowledge transfer between the two organisations;
- To produce, and support dissemination of, all project outputs, including project report, case study, presentations, and other academic and public dissemination formats (as requested);
- To conduct all project activities with due diligence to best practice in ethics, research integrity, data management, ensuring compliance with RCA & Lloyds policies, and Innovate UK's terms and conditions;
- To ensure that the highest degree of participant confidentiality and project information is maintained throughout, by appropriate use of technology, safe data handling and storage, and other specifications outlined by the project teams;
- To ensure compliance with RCA & Lloyds protocols in relation to project delivery and use of equipment and facilities, including health and safety policies, working with relevant departments across the two organisations;
- To undertake general administrative and other tasks, as relevant to the project;
- To participate in wider RCA and Lloyds internal and external meetings and activities as appropriate.

Person Specification

Essential characteristics of the postholder:

- The successful candidate must be able to demonstrate at least one of the following:
 - PhD in a relevant field (inclusive design, design research, service design, design innovation, design assurance, financial equity, economics of scale, organisational anthropology, policy design and / or related disciplines)
 - or a Master's degree and equivalent level of work experience in related sectors;
- Proven expertise in qualitative research methodologies and /or participatory design;
- Demonstrable graphic design / visual communication and technical skills, as per the knowledge exchange remit of specific projects;
- Excellent facilitations skills and ability to work collaboratively with diverse stakeholder groups, demonstrable through past experience on multi-partner or cross-disciplinary projects, preferably involving higher education / industry collaborations in a relevant field;
- Excellent written and verbal communication and presentation skills, and ability to tailor the tone of voice for a range of specialist and non-specialist audiences, demonstrated through an emerging track record of publications and dissemination activities;
- Able to demonstrate safe handling of data in compliance with organisational policies and processes;
- Evidenced flexibility and confidence to tackle a wide range of tasks, with an open, pro-active, creative and problem-solving approach;
- Ability to work under pressure and ambiguity, to deliver project activities and outputs to tight timeframes;
- Genuine commitment to the aims of the project;

Evidence of eligibility to work in the UK full-time, with immediate effect (w/c 18th March), and for the duration of the project is a must.



Photo: Richard Haughton

Pay & Benefits

Additional Information:

- Salary working 1FTE, Grade 7: £41,847-£45,374 per annum inclusive of London Allowance, pro-rata for part-time staff
- 25 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
- Post: Lloyds Banking Group Postdoctoral AKT Associate
- Project title: 'Towards embedding inclusive design in financial services innovation'
- Department: Helen Hamlyn Centre for Design
- Grade: 7
- Term: Fixed term for 4 months
- FTE: 1 (Full-time, on-site)
- Start date: Must be available for immediate start (w/c 18th or by the 25th of March 2024) and for the entire project duration
- Responsible to: Dr Ninela Ivanova (Innovation Fellow: Inclusive Design for Business Impact) and Dr Melanie Flory (Associate Director, Research)



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.