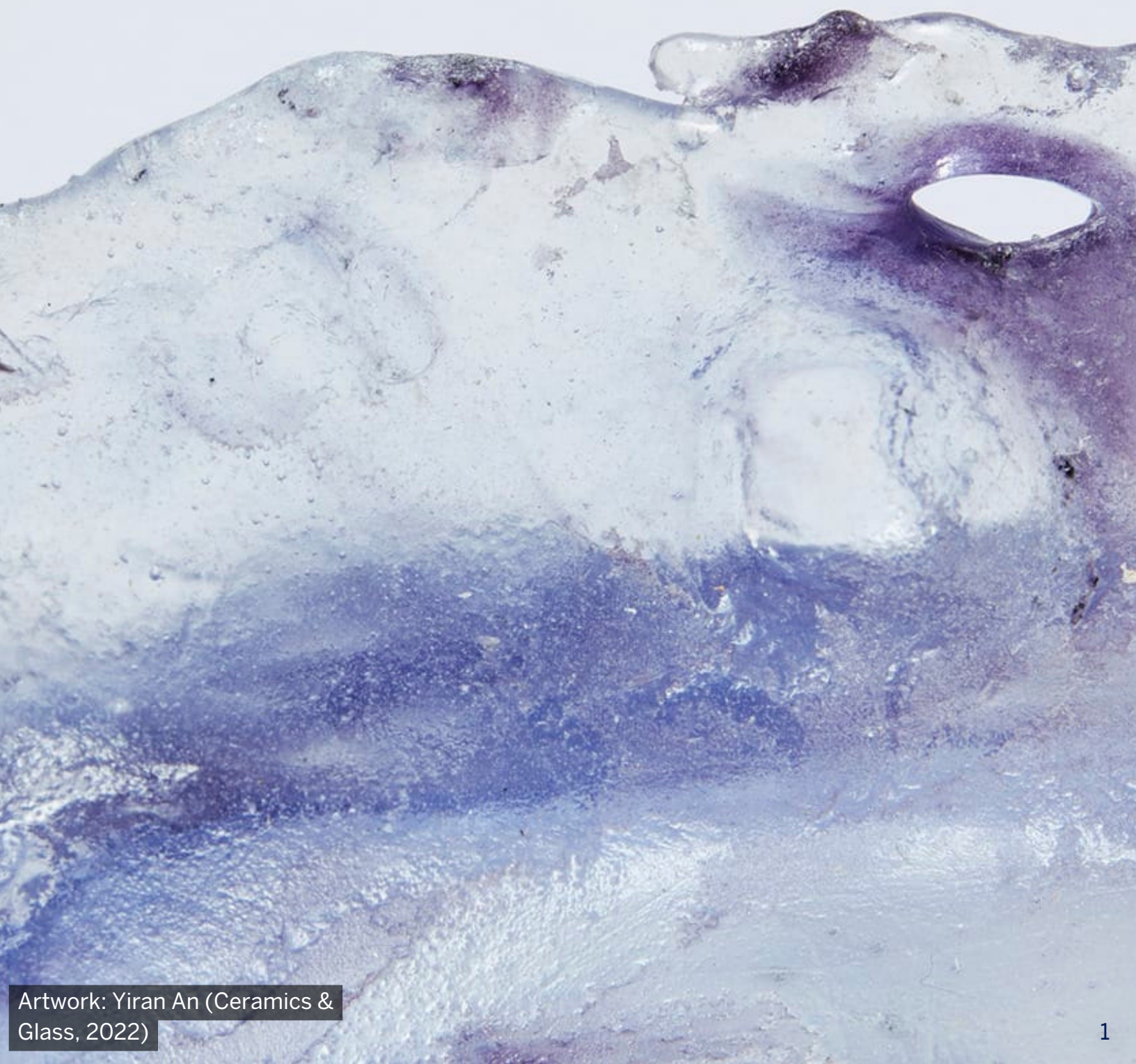


RCA

Head of Estate Contracts

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.



Photo: Richard Haughton

RCA Estates is responsible for all aspects of the management of the RCA's estate and buildings, including delivery of day-to-day facilities management services and of capital projects & refurbishments.

The RCA Estates portfolio is focused in support of the key Service Lines the directorate provides to the wider College community, via three distinct internal divisions:

- Estate Development: Strategic Projects, property management, project management and space & moves management.
- Estate Operations: Compliance, maintenance, energy management & sustainability, facilities soft services management (including catering, cleaning & security) and small works.
- Estate Services: Facilities duty management, front of house & reception services, courier/post, event support and helpdesk.

Head of Estate Contracts



Photo: Richard Haughton

Purpose of the post:

The Head of Estate Contracts will be a professional leader responsible for the management and direction of the FM services contracts, helpdesk and related procurements for the Estates team, including Soft & Hard FM services, catering, event support, energy management, compliance & maintenance and capital works.

The role holder will provide oversight of the facilities management services provided by the Colleges outsourced IFM company in accordance with the NEC4 contract, ensuring compliance at all times with internal & external regulations, legislation, and best practice. You will ensure that the College is getting safe, timely, value for money and effective services for all contracted services.

You will work closely with the Colleges Procurement and Finance directorates, to ensure delivery of all contracted services, benefits and costs, contributing to the development of tenders and influencing budget planning.

The role will include taking responsibility for the delivery of specific change and transformation projects on behalf of the Deputy Director – Estate Management and/or Director of Estates.

Main Duties and Responsibilities:

- Driving a culture of high-performance standards in Facilities Management/Services through effective management and monitoring of contractor performance and compliance with the contract terms.
- To lead in all aspects of contract management from inception but specifically in dealing with contract variations, disputes and claims.
- Create and maintain project documentation, including records of variations, communications, and financial reports.
- Ensuring that regular contractual meetings occur with contractors and reporting on KPI and SLA and ensuring contractor output and performance is in line with the contract.
- Ensuring all areas where there is poor contractor performance are addressed.
- Working with the Head of Estate Services to ensure coordination of monitoring activities of the FM Contract supplier across the estate, providing effective instruction and management to provide of a customer orientated service.
- Working with the Operations Managers – Building Services/Compliance, ensure that the day-to-day provision of planned and reactive mechanical, electrical and building fabric related maintenance is delivered to an outstanding standard in compliance with current legislation.
- Working with the Head of Estate Services to implement procedures to ensure that the estates buildings are secure; securing business continuity, disaster recovery and critical incident response for the Estate.
- To act as the contract expert to provide advice to all the staff requiring detailed contract knowledge.
- To ensure a close liaison with other areas within the RCA Estates directorate; to provide a comprehensive support service to the College in accordance with its requirements, aims and objectives.
- Liaise with the end-user customers to measure quality of services and identify potential areas of improvement.
- Input into estates 5-year budget plans, monitoring contract performance against existing budgets.

Main Duties and Responsibilities:

- To monitor and continually develop the services sourcing strategy and lead in its implementation in conjunction with procurement and finance.
- Work collaboratively with the Sustainability team to implement the departmental sustainability, carbon and water management plans through asset management sustainability initiatives to achieve the RCA's Net Zero Carbon commitment.
- To manage and contribute to the strategic development of corporate initiatives on FM, Influence key stakeholders to drive improvements through the work across Estates, the wider College and supply chain partners.
- Represent the Estates directorate at senior leadership meetings across the RCA as required to provide advice, direction and assurance on all Estate Contracts issues.
- Foster the professional development of all assigned Estate staff, being responsible for managing performance, coaching, training needs, and motivating direct reports.
- Provide assistance and information as required in respect of any financial audits undertaken within the Directorate. To respond and act upon any recommendations contained within audit reports affecting the Directorate of RCA Estates.
- Liaise with the Colleges Procurement Manager on matters of purchases, contracts and tendering requirements.
- Ensure we are applying a consistent contract format. That the contracts are in-line with best practices in the estates management sector (public or private).



Photo: Richard Haughton

Person Specification

Essential characteristics of the postholder.

The successful candidate will have:

- HND / HNC in a Facilities Management related discipline, or IWFM Level 4 / CIPFA / NEBOSH National General Certificate.
- Experience of managing contracts through the NEC contractual framework.
- A proven track record in operating contracts with in the private / public sectors and can demonstrate experience in working in complex procurement and finance rules.
- Experience in managing contracts in multiple locations.
- Experience of managing through the & use of CAFM/IWFM software systems.
- Proven ability to analyse and resolve operational problems and emergencies.
- A good understanding/knowledge of Health and Safety and operational practices, for example confined spaces, working at height, asbestos awareness, working with electricity and pressurised gases and liquids.
- Operating at a senior level and ability to produce succinct factual reports for analysis.
- Experience leading and managing change to improve performance against KPIs
- Strong project management skills and the ability to deliver to budget and deadlines.
- Strong communication, influencing and negotiation skills.

Desirable:

- Experience of working in a Higher Education Institution (HEI) or similar.
- Experience of working in a busy multidisciplinary estates or facilities management team delivering a range of different services.



Photo: Richard Haughton

Pay & Benefits

Additional Information:

- Salary working 5 days per week: £61,338-£68,556 per annum pro rata inclusive of London Allowance.
- 30 days annual leave plus extended breaks at Christmas and Easter pro-rata for part-time staff
- Department: RCA Estates
- Grade: 10
- FTE: 1.0
- Location: Kensington Campus (with travel)
- Responsible to: Deputy Director - Estate Management
- Responsible for: Helpdesk Coordinator (x2)

Additional requirements:

● RCA Estates staff are generally required to be physically in attendance to contribute to operations on the three campuses during the College's normal opening hours. These hours are typically 08.00 to 22.00 weekdays, Monday to Friday, 10:00-20:00 Saturdays but these may be subject to change in line with College operating requirements.

● In order to support these hours, the post holder will be required to work to cover core normal College business hours of 09.30 to 17.30 Monday to Friday, but to expect to be flexible as the demands of the role require.

● In addition, some extended hours, late or weekend working may be required to support College functions or public events.



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 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.