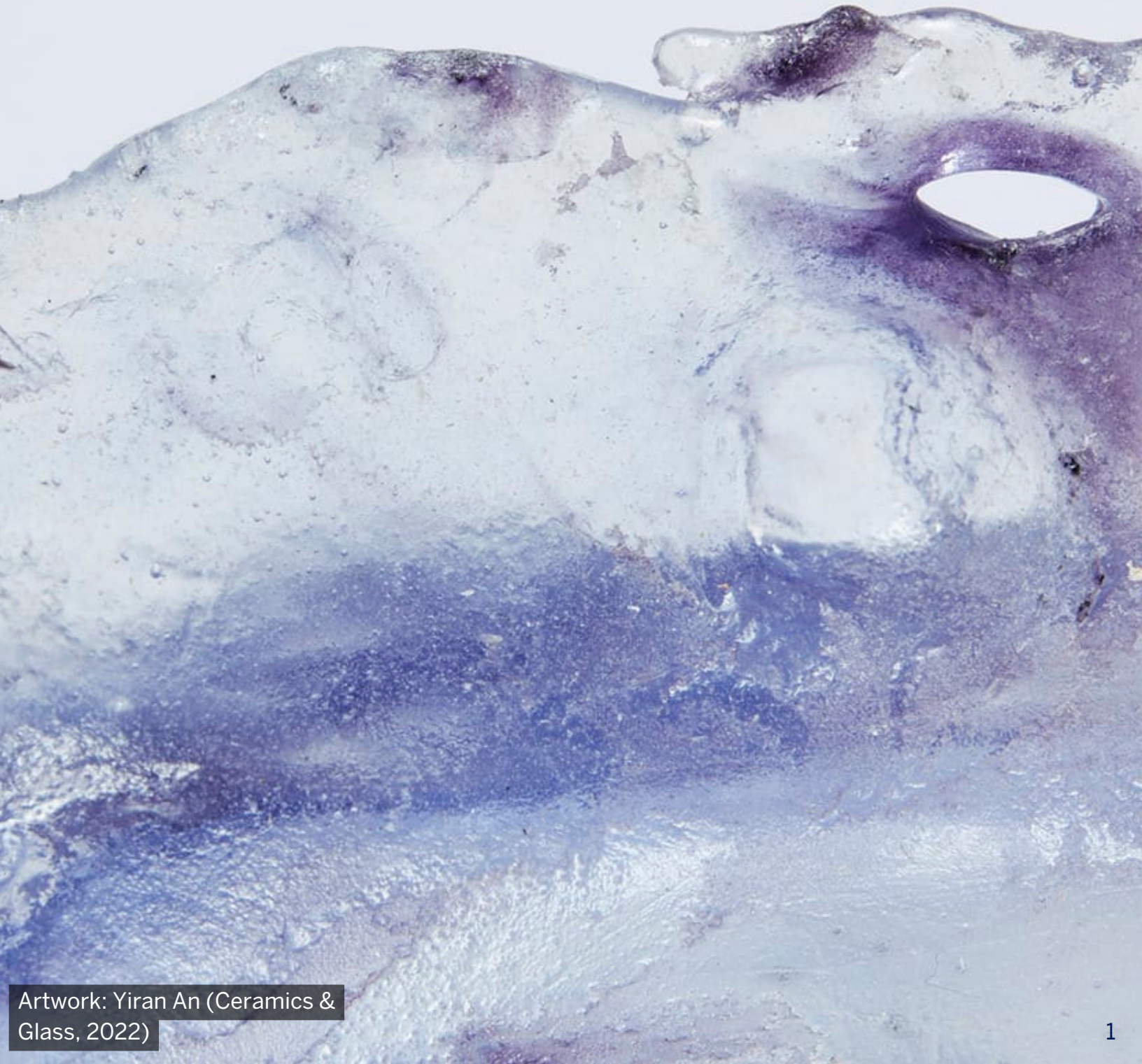


RCA

Development & Alumni Relations Administrator

March 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.

Development & Alumni Relations



Photo: Richard Haughton

Philanthropy plays a significant role in the life of the RCA and the Development & Alumni Relations Office (DARO) works with a community of engaged philanthropists to support the College's vision for the future.

Our alumni, alongside donors, companies, trusts and foundations are all integral to ensuring our students and staff have the resources to perform at their best.

The DARO culture is collaborative, ambitious and transparent. We work closely with colleagues across the College as well the Council and value the ability to act as an ambassador for the RCA.

Development & Alumni Relations Administrator



Photo: Richard Haughton

Purpose of the post:

The Administrator reports to the Director and will provide comprehensive administrative support to both the Director and the wider Alumni & Relations team.

The current Development & Alumni relations team is small, comprising 12 members at present, operating in a small postgraduate university of only approximately 418 FTE. The team is responsible for all philanthropic income to the College, currently through the successful GenerationRCA campaign and for the relationship with the Colleges over 26,000 alumni.

It is important that any prospective employee is comfortable with the scale and ethos of a small postgraduate university. There is a strong sense of collegiality that drives the RCA's success and team members at all levels work together to a shared goal and purpose. Pulling together as a team, a willingness to assist a colleague on an assignment, to have an open mind to new ways of working and indeed the desire to jump in and deliver a new project, are the attitudes and mindset we prize at the RCA and which have contributed to our sustained high performance.

The work is fast paced and high in volume and it is essential that the post holder has the ability to manage their own workload with minimum supervision. The post holder will liaise with a wide range of people, both across the College and externally, and will need good interpersonal skills and meticulous attention to detail in order to represent the Development & Alumni Relations office in a professional manner. The successful candidate will be capable of working with all levels of people, and organisations (nationally and internationally) of considerable reputation and influence.

Main Duties and Responsibilities:

- Provide full administrative and secretarial support to the Director and wider administrative support to the Development & Alumni relations team.
- Be the first point of contact for all general enquiries to the Development office by phone, email and in person. This will include communicating with council members, distinguished alumni and current and potential donors with sensitivity and discretion at all times.
- Ensure the diary of the Director is managed proactively and efficiently, using initiative to filter demands on the Director's time, prioritising and scheduling meetings.
- Ensure that the Director and any other relevant senior members of staff are briefed prior to all meetings or events, providing appropriate and accurate information.
- Set-up and servicing of meetings, including the preparation of papers and agendas and co-ordination of papers and information, taking minutes, preparing action logs and following up on agreed actions as necessary.
- Arrange, plan itineraries for, and coordinate overseas trips for the Director and other members of the Development team and senior academics travelling on Development Office business including members of the Vice-Chancellor's Office.
- Attend and assist in the delivery of events related to DARO and the wider College activities.
- Using the College's Customer Relationship Management system (Raiser's Edge) to update and maintain accurate records and obtain details when needed to support the Director and wider Development team.
- Maintain an efficient digital filing system.
- Produce communications, presentations and accurate management information reports for the management teams, Committees and meetings.
- Regularly review information created and managed by the department to ensure adherence to standards around managing and protecting, sharing and reuse, in line with best practice in information security and data protection.
- Raise purchase orders and process invoices using the finance system (Unit 4 Agresso) and monitor the department budget and non-staffing expenditure.
- Be responsibility for the occasional administration of donations and the processes surrounding these, including recording and drafting correspondence.
- Conduct all financial matters associated with the role in accordance with RCA's policies and procedures, as laid down in the financial regulations.
- Proactively work to improve administrative processes and practice within the team and the wider College related to the Development & Alumni Relations office.
- Perform such duties consistent with the role as may from time to time be assigned.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Operate flexibly and react positively to tight deadlines and changing circumstances and requirements.

Person Specification

Essential characteristics of the postholder:

- Educated to degree level or equivalent.
- Experience of working within a fundraising, alumni relations, marketing or communications environment.
- Demonstrable experience of planning itineraries and managing complex diary commitments for senior staff.
- Experience of supporting a team's day to day tasks to a high standard.
- Ability to understand and assimilate information and collate data in order to provide briefings and reports.
- Ability to manage and prioritise a demanding workload whilst retaining excellent customer service standards.
- Ability to react positively to frequently changing priorities and deadlines, and deal with unforeseen problems and circumstances.
- Experience of handling difficult and sensitive situations, recognising confidential issues and dealing with them appropriately and with discretion.
- Ability to produce work of a high standard and proofread own work as well as the work of senior members of staff.
- Naturally collaborative with the ability to use initiative, multi-task and work both individually and as part of a team.
- Good level of digital literacy and proficient in the use of productivity suites (email, calendar documents, spreadsheet, databases) such as Microsoft Office or Google for work.
- Good understanding of standards around managing and protecting information, including information security and data protection principles.
- Excellent communication skills with people at all levels both verbally and in writing.
- Excellent organisational skills and a high level of accuracy and attention to detail.
- Experience using Document Control Procedures.
- Demonstrable commitment to equality of opportunity and the ability to work harmoniously with colleagues and students of all cultures and backgrounds.

Desirable:

- Experience of working in higher education.
- Minute taking.
- An interest and enthusiasm for contemporary art, design and culture.
- Experience in College specific systems and software – Financial (U4/Agresso), CRM system (Raiser's Edge).

Pay & Benefits

Additional Information:

- Grade 6. Salary working 5 days per week: £36,332-£41,099 per annum pro rata inclusive of London Allowance.
- 25 days annual leave plus extended breaks at Christmas and Easter pro-rata for part-time staff
- Location: Kensington Campus

Additional requirements:

Role: Development & Alumni Relations Administrator

Department: Development & Alumni Relations

Grade: 6

Term: Full time and permanent role

Responsible to: Director of Development & Alumni Relations



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.