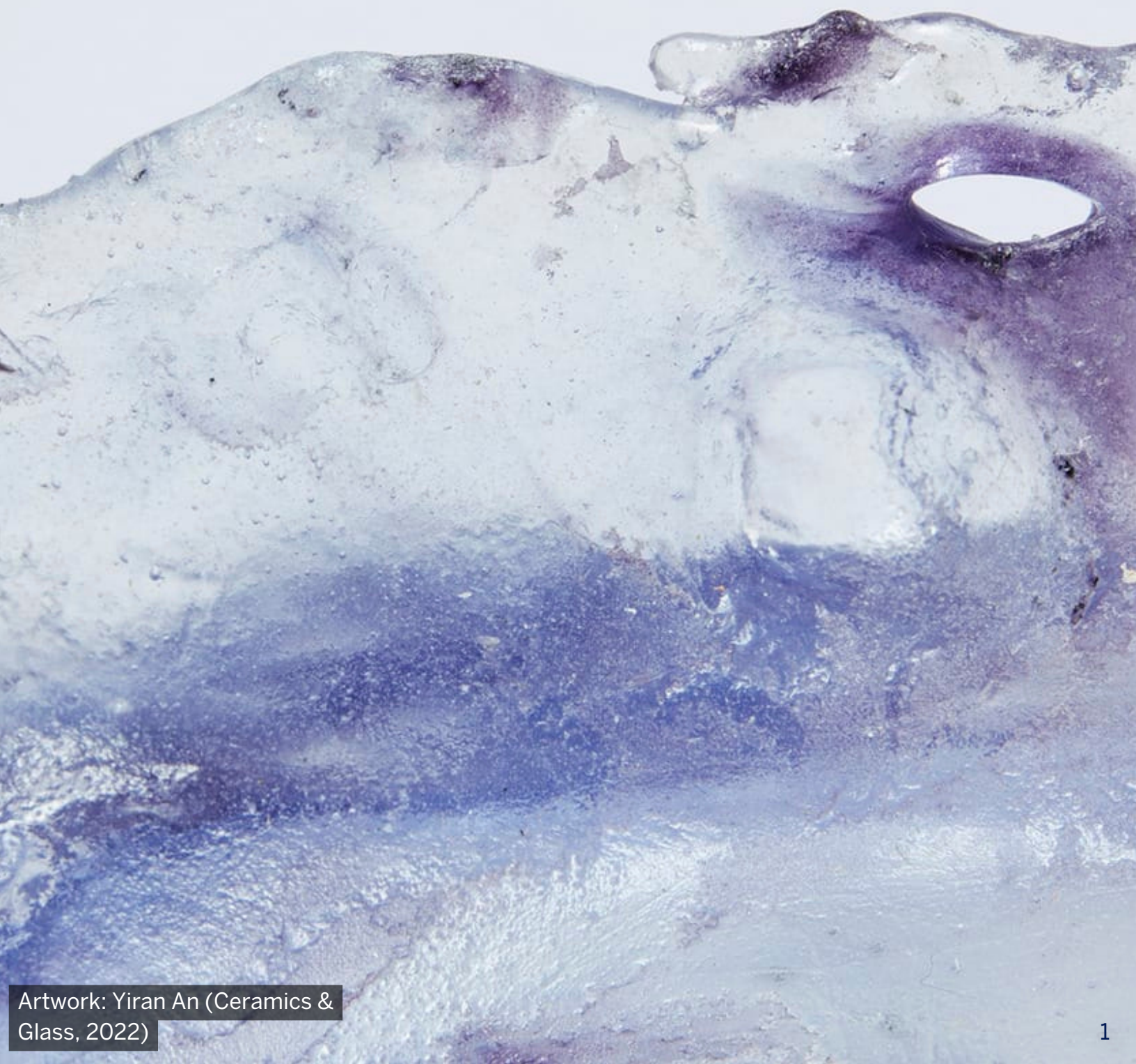


# RCA

# Post Room Steward April 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 in continuous operation and has been ranked as the world's number one art and design university for a remarkable ten consecutive years, according to the QS World University Rankings by Subject 2024 – 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 2022.

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

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 joined 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.

# RCA Estates



Photo: Richard Haughton

RCA Estates is responsible for all aspects of the Colleges 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:

Master-planning, strategic projects, project management and capital works.

#### Estate Planning:

property management, energy & sustainability management, and space & moves management.

#### Estate Management:

Contracts: Facilities soft & hard services management (including compliance, courier, maintenance, cleaning, waste, transport, reception, security & small works) via an outsourced IFM provider, Estates Helpdesk and Catering & Hospitality.

Services: portage, front of house management & services, post and event support.

At the Royal College of Art, we recognise that our estate is not merely a collection of buildings and grounds; it is the backbone of our academic pursuits and the platform from which we propel our students and researchers into future success.

We are currently developing our new 2 campus masterplan that reflects our commitment to providing a world-class environment for learning, research, and collaboration, ensuring that Royal College of Art remains at the forefront of higher education excellence and aligns our physical assets with our sustainability objectives.

In support of this the RCA Estates directorate is undergoing a purposeful transition and growth programme to enhance efficiency, foster innovation and better align our estate functions with the Colleges Strategic Goals.

This is a unique chance to play a pivotal role in shaping the future of RCA's Estate as we implement these transformative initiatives, we are therefore seeking individuals who thrive in dynamic environments, embrace change and are eager to contribute their skills to the positive advancements underway.

# Post Room Steward



Photo: Richard Haughton

## Purpose of the post:

To provide an effective and efficient customer focused and customer facing mail service within a busy campus environment dealing with internal and external mail.

The role requires someone who takes the hands-on approach whilst being capable of communicating well across all levels of College's staff and students.



## Main Duties and Responsibilities:

- To be responsible for an efficient, accurate, and confidential postal and goods inwards service to the University, in a flexible and timely manner.
- Responsible for the collection, recording and processing of consignments/parcels and special delivery post through the use of the 'In-house' database/tracking system.
- Providing a customer focused service at all times. Act as the Initial point for customer queries received via email or in person to the reception desk.
- Reconciling unidentified mail and to redirect packages when appropriate.
- To deliver post/goods using trolleys.
- Upon receipt of daily deliveries, organize and distribute in a timely manner.
- To act as the nominated delivery point for hazardous material deliveries.
- To act as a nominated reference point in the event of receipt of suspicious packages/mail, and follow set safety procedures if the situation warrants.
- Collect and prepare outgoing mail prior to its collection to meet strict collection times.
- Operation of the franking machine and printer for processing of outgoing mail
- To assist in arranging maintenance and servicing of equipment, i.e. franking machines and vehicles.
- To re-credit franking machines.
- To be fully conversant with all procedures in order that the department can fulfil the duties in absence of the supervisor/line manager.
- To provide advice on all department procedures on request.
- Undertake all relevant training courses as necessary for Health and Safety requirements and to enable role to be carried out effectively.
- The post holder is expected to maintain high standards of health & safety and to follow manual handling guidelines all times.
- The post holder is at times required to process high value items, fragile items and research samples, all of which require specific storage, handling and delivery considerations.
- Comply with all Data Protection rules and procedures that may apply.
- Carry out any other related duties as may be assigned.
- To ensure a close liaison with other areas within RCA Estates; to provide a comprehensive support service to the College in accordance with its requirements, aims and objectives.



# Person Specification

## Essential characteristics of the postholder:

- Excellent numeracy and literacy skills with GCSE grade C or above in maths and English
- A proven track record in a similar role in a Higher Education Institution (HEI) or similar institution.
- Adaptability, flexibility and the ability to respond positively and effectively to new ideas and situations, often working to tight deadlines or in challenging circumstances.
- A track record of compliance with and understanding of relevant Health, Safety and Environmental legislation & manual handling.
- Strong communication skills with the ability to understand all points of view whilst achieving a desired outcome.
- Evidence of digital literacy and IT skills including productivity suites (Microsoft Office, Google for Work) and project management/collaboration (Basecamp, SmartSheets)

## Desirable characteristics of the postholder:

- Qualified to IOSH Managing safety (or equivalent)
- Experience of working in a busy multidisciplinary estates or facilities management team delivering a range of different services.



Photo: Iwan Baan

# Pay & Benefits

## Additional Information:

- Responsible to: Facilities Manager
- Salary: Grade 4- £28,533- £31,181 per annum including London Allowance
- FTE: 1 (35 hours per week)
- 25 days annual leave plus extended breaks at Christmas and Easter, at the discretion of the College.
- A contributory defined benefit pension scheme and interest-free season ticket loan are available
- Location: Battersea, London (with travel to other sites)
- Department: RCA Estates (Estate Management Division)

## 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

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 sick pay

Occupational sick pay after three 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.



**10 YEARS**

as the world's N°1  
University for Art & Design

QS World University Rankings by Subject 2015-24