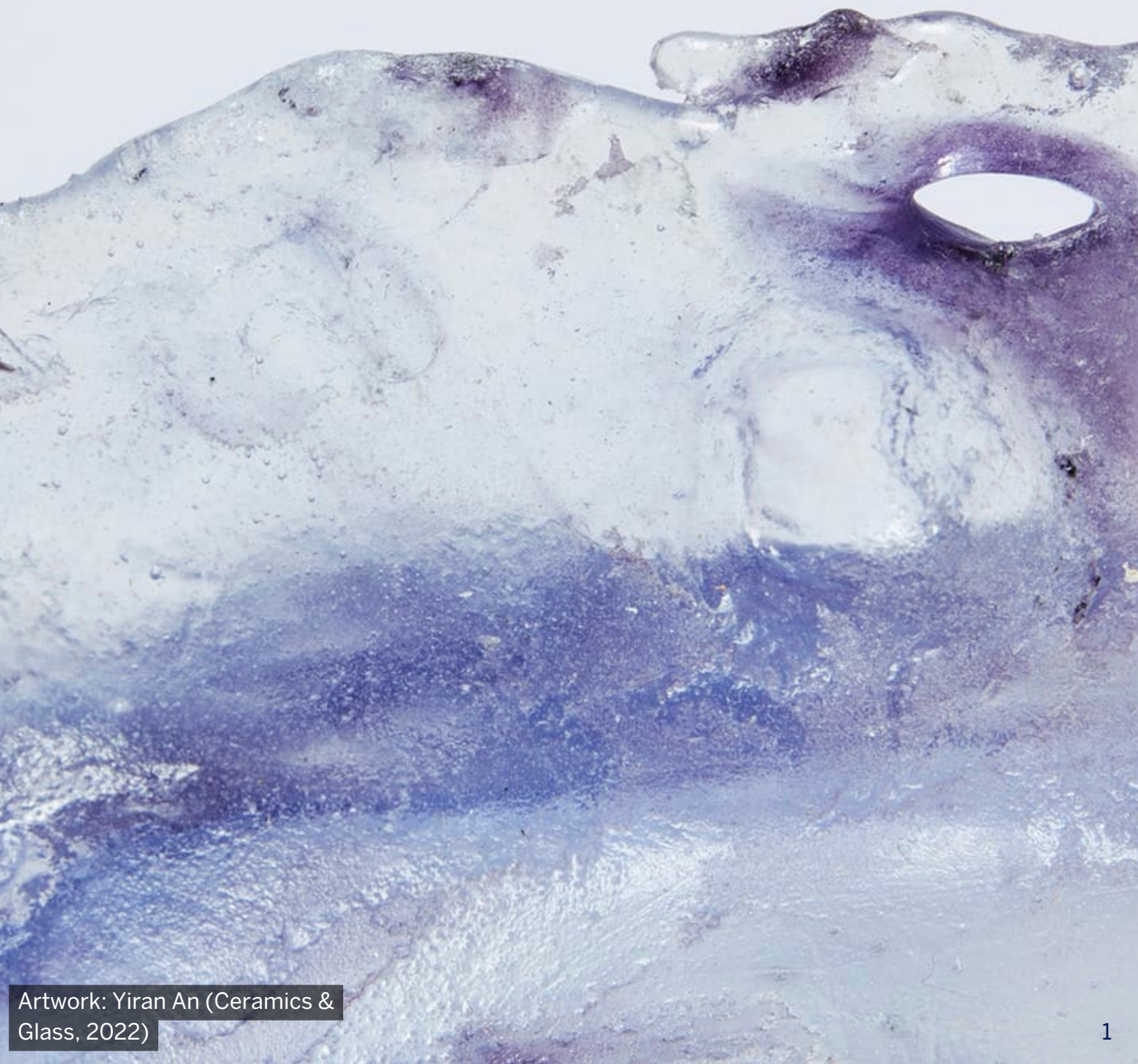


# RCA

# Facilities Manager (Estates) 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: portering, 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.

# Facilities Manager (Estates)



Photo: Richard Haughton

## Purpose of the post:

Part of the RCA Estates Directorate, the Facilities Managers work as part of the RCA Estates – Estate Management team to ensure that Directorate is able to support the colleges operations, events and activities on the RCA's campuses during campus opening hours, and to help support the delivery of a safe, secure and productive campus environment for students, staff and visitors alike.

The Facilities Managers act as the senior Duty Manager on site.

The Facilities Manager will assume responsibility for the oversight of our in house services on their allocated campus, assuming overall responsibility for the safety and security of any and all persons in the campus buildings while on duty, escalating to the Head of Estate Services (HoES) if necessary, in compliance with relevant statutory and regulatory requirements, and that appropriate site records are maintained to support regular inspections and internal audits; driving a zero-tolerance safety culture within the team and with all suppliers

The Facilities Manager acts as a point of contact and escalation for incidents on site, liaising with the College's IFM Contractor and suppliers, maintaining safety in the event of any incident or misconduct issues.

The Facilities Manager primarily manages the team of Campus Supervisors at their relevant campus who are the focal point for liaison with other aspects of RCA Estates services on campus, such as any maintenance operatives working on site, to support the Colleges activities and events.



## Main Duties and Responsibilities:

### Campus Management:

Responsible for the day-to-day running of the Facilities on campus, and in the smooth delivery of RCA Estates buildings and facilities management services, including:

- ensuring oversight and continuity of the day's activities and operations through into the evening period on campus via handover briefings;
- convening regular team meetings with the Campus Supervisors to review planning and progress of work and to ensure that any delivery issues or service failures are addressed or reported promptly;
- regularly reviewing relevant RCA Estates systems and workflows, contributing to the critical challenge of these to generate business solutions and improve performance;
- leading specific new service improvement initiatives, and supporting the HoES in the development of new and revised service offers;
- disseminating information effectively across the Directorate, and in particular ensuring that the HoES is kept apprised of feedback from staff and students;
- Ensuring appropriate quality and performance supervision of external third party contractors, consultants and other service providers engaged to deliver IFM services using appropriate systems and monitoring progress of work to ensure that any delivery issues or service failures are addressed or reported promptly;
- To provide or feed into regular reports to HoES on performance of the campus, team, contractors, etc.
- Ensure the collection of accurate data, including but not limited to: performance of contractors, headcounts, audits etc
- ensuring utilities consumption is monitored and reported by the team monthly.



## Main Duties and Responsibilities (cont):

### Health & Safety:

Act as the senior staff responsible Duty Manager on site, with oversight of all health and safety matters, including:

- Ensuring that appropriate systems and procedures are in place to ensure that the campus buildings are secure; ensuring business continuity, disaster recovery and critical incident response for the campus; participating in the on-call out of hours and critical incident response rotas for the RCA campuses alongside other senior colleagues as required.
- Manage all Health & Safety ensuring that appropriate reporting/record management meets full compliance. Including recording of all accidents, incidents and dangerous occurrences liaising with Health & Safety Manager or Business continuity manager as appropriate following the events.
- acting as a fully qualified First Aider for the campus,
- acting as Fire Incident Manager for the campus, overseeing any emergency evacuation of the campus buildings in the event of a fire alarm activation, bomb threat or other emergency;
- Complying with the College's Health & Safety Policy and relevant local Risk Assessments;
- Liaising with emergency first responders in the event of attendance on site for any fire, accident or incident.

### Security:

Act as the senior staff responsible Duty Manager on site with oversight of security management during campus opening hours, by

- ensuring a daily handover and briefing of any 'live' issues on campus;
- carry out a daily briefing with security guards on site to pick up on any issues arising and coordinate with other Facilities Manager at each site;
- liaising with on-duty Campus Supervisors via short-wave radio network to ensure floor walking of campus buildings, regularly checking on all studio and communal spaces;
- carrying out end of day campus close down routines and handover to night guards.



## Main Duties and Responsibilities (cont):

### Student /Staff Liaison:

Maintaining of relationships with staff & students as customers and stakeholders for RCA Estates services on campus, by:

- intervening with any inappropriate behavior or activities;
- Reporting to the HoES in the event of any misconduct issues;
- liaising with Student Experience & Support colleagues to ensure that any students found in difficulty or distress;
- ensuring that any points of student feedback or complaint are reported to the HoES

### Staff Management:

Support the HoES in ensuring that RCA Estates complies with all relevant HR policies, practice and guidance in its management of staff by:

- line managing and developing the assigned team of Campus Supervisors.
- identifying any changes which may be needed to Campus Supervisors to job roles and responsibilities in response to changing business requirements.
- onboarding any new Campus Supervisors staff joining the Directorate, and managing equivalent processes for leavers;
- ensuring that annual leave and sickness absence records are reported promptly to HR and recorded in relevant central systems;
- carrying out regular performance management reviews and annual appraisals in line with College deadlines.

### Event and commercial activity:

Work closely with the Estates Events Manager, HoES and other College staff to ensure that any events taking place on campus are managed and supported appropriately, including:

- working in conjunction with the College's Project Manager, Show on any official RCA exhibition or show-related activities;
- liaising with the Donor and Alumni Relations Office (DARO) to support visits, tours and events on campus involving alumni or high-value guests;
- supporting any Executive Education seminar or conference events held on campus;
- supporting Student Union and student-led events as required;
- working closely with the HoES and RCA Estates Operations Managers to coordinate event arrangements for any external third party hire of RCA spaces and facilities.

### Incident Management & Reporting:

Ensure that any safety, security or other incidents occurring on campus are documented and shared with RCA Estates and other College senior managers as appropriate, including:

- investigating any reports of misbehaviour or misconduct by staff or students;
- taking written statements from any staff, students or visitors who may be involved in any incident on campus;
- working in conjunction with the College's Health, Safety & Environment Officer, Security or other subject matter experts to follow up on and resolve any matters arising from incident investigations;
- providing any information or other material requested by the Metropolitan Police, London Fire Brigade or other agencies involved in investigation of incidents on campus;
- providing a Duty Manager's report to the HoES in the event of any reportable accident, incident or near-miss.
- acting as a first point of escalation for the resolution of any service issues or complaints arising from students, staff or visitors when acting as Duty Manager on campus and responding to these in an appropriate and timely manner;

# Person Specification

## Essential characteristics of the postholder:

- HND / HNC in a Facilities Management related discipline, or IWFM Level 4 / CIPFA / NEBOSH National General Certificate.
- Experience of working at a similar level of responsibility in an equivalent customer or public facing role in in a Higher Education Institution (HEI) or similar.
- 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.
- Excellent communication and interpersonal skills, with the ability to communicate effectively at all levels within the College, both verbally and in writing, and with a high degree of tact and diplomacy
- Ability to deal sensitively and appropriately with a range of challenging situations, and to diffuse potential misconduct or conflict incidents arising between staff, students or visitors as required
- Full up to date First Aid qualification
- Demonstrable experience of overseeing emergency incidents such as fire evacuations or bomb threats, and of liaising with emergency services
- Proven line management experience with the ability to performance manage staff and to hold them to account for delivering high customer service standards in the course of their work
- 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:

- Experience of working in a busy multidisciplinary estates or facilities management team, delivering a range of different services
- Experience leading and managing change to improve performance against KPIs
- An interest and enthusiasm for contemporary art, design and culture



# Pay & Benefits

## Additional Information:

- Responsible to: Head of Estate Services
- Salary: Grade 8- £46,978 - £50,974 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: All 3 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.
- A Facilities Manager will typically be allocated to a particular RCA campus, but will have a cross-College role. S/he may be asked to deploy to any of the RCA's three campuses from time to time as required.
- In order to support these hours, the post holder will generally be required to work core College business hours of 09.30 to 17.30 Monday to Friday, but S/He is expected to be flexible as the demands of the role will require cover across the full campus opening hours, which will entail a shift pattern. This will also requires working on Saturdays during Term Time.
- In addition, some extended hours, late or Sunday working may be required to support College functions or public events.
- Facilities Managers will be provided with regular (and refresher) training by the College in order to be able to maintain their duties as Fire Wardens and as qualified First Aiders.

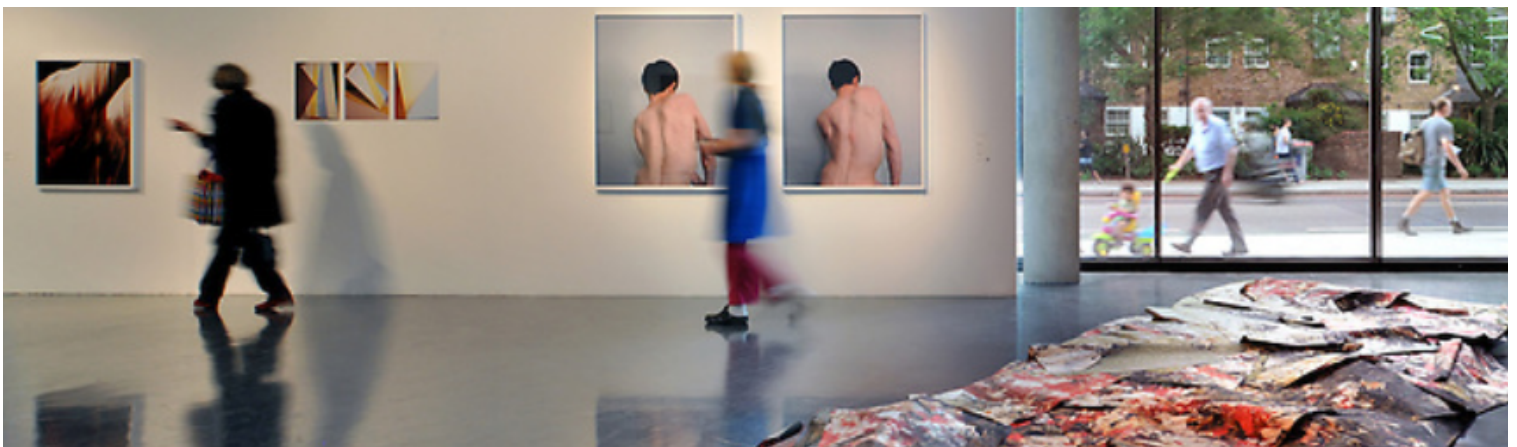


Photo: Philip Vale

### 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