RCA

Integration Specialist - Digital Delivery
October 2024

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Photo: Richard Haughton

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 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.

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.

Photo: Richard Haughton

The role of Royal Visitor to the RCA was taken on by The former Prince of Wales – now His Majesty The King – in 2018. The announcement of HM The King's retained Patronage of the RCA marks the first anniversary of Their Majesties' Coronation. As part of the official Coronation Concert in May 2023, the Royal College of Art along with The Royal Ballet, The Royal Opera, the Royal Shakespeare Company, and the Royal College of Music came together for the first time ever to create a spectacular one-off performance, with a striking visual backdrop of specially-designed artworks contributed by students from the Royal College of Art.

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 & Vice-Chancellor – the CEO of the institution – is Professor Christoph Lindner who joined the College 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.

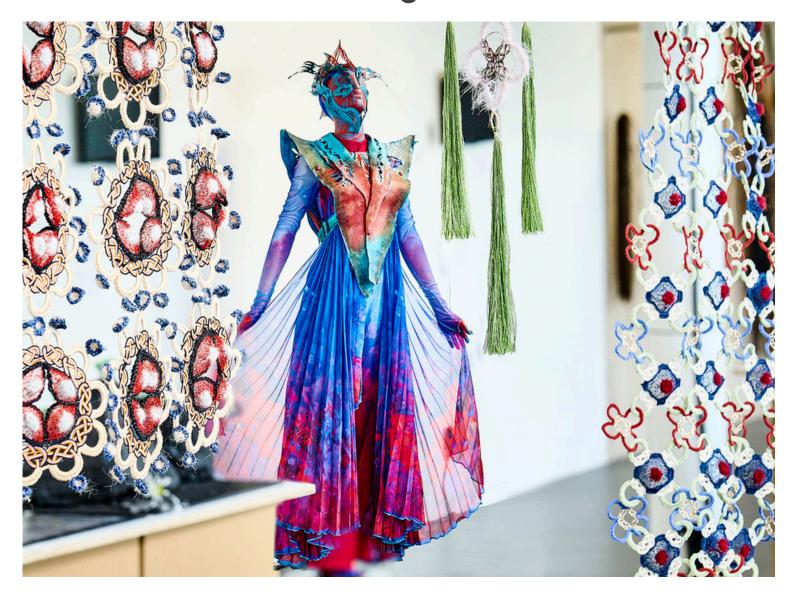# Information, Learning and Technical Services

Photo: Richard Haughton

ILTS (Information, Learning, and Technical Services) is a cross-College directorate that supports staff and students to meet their academic objectives through a broad range of services. We provide leadership and expertise in implementing digital systems to enable more efficient working practices across the College. We have skilled and specialist staff on all three RCA sites.

IT:
IT Services (ITS) provide all technology infrastructure, software and services for users.

Integration Specialist

Photo: Richard Haughton

Purpose of Role

Operating within the Digital Delivery team, the Integration Specialist will:

- Take an active role in supporting and developing integrations and enhancing them as necessary to ensure optimal performance and functionality, taking operational ownership of the integration roadmap and business system enhancement requests from technical design to delivery. This is a unique opportunity to contribute to and shape the College's offering in these spaces.

- Support the day-to-day operation of integrations within the College as the go-to expert in first and second-line support issues across a range of integrations.

- Support the maintenance and development of operational reporting within our business intelligence systems to aid operational decision-making and support data analysis working with business teams to design and deploy these.

- Support the Functional Testing of integration changes and developments following the agreed testing approach in line with the agreed specification.

- Support handover to the business team so they can undertake User Acceptance Testing on any changes signed off within the Functional Testing phase.

- Support delivery of several key college Digital projects in support of the College's Strategy by assisting with the planning and implementation of future integrations.

- Support the development comprehensive Integration documentation for business users in relation to the operational efficiency and effectiveness of the College's integrations and put together a knowledge base of common issues and their fixes.

<u>Main Duties and Responsibilities:</u>

- Help identify and address any integration challenges, providing input on potential solutions to enhance system performance.
- Support in maintaining integration configuration options, set-up parameters and user permissions and roles within the integration systems, communicating effectively with users with respect to their roles and responsibilities within the college's information technology policy and procedure framework.
- Working with Technology teams and key stakeholders to support the design, testing, implementation, and review of integration improvements to continually enhance the efficiency of college business systems and user experience.
- Contribute to the design and implementation of user experience enhancements as relates to the integration and business intelligence systems, under the guidance of senior team members.

Photo: Richard Haughton

- Document and review current access rights to simplify working with business teams to simplify and align access structures with the college's role-based access model.
- Document and review integration workflow process definitions ensuring consistency and reducing errors in workflow distributions.
- Deliver integration training and support across the College.
- Provide first and second-line support and work with the Integration team to troubleshoot issues arising in relation to integration. Ensure all requests for assistance and system changes are logged on the college's Service Support Desk.
- Escalate unresolvable issues to the Head of Integration and Data.
- Monitor and resolve issues with data transfers from the College's other systems (e.g. student records system, HR system, etc.) between business systems where direct data feeds are established.
- Support business system upgrade processes - user testing, resilience testing and any other related support activities.
- Support the conversion of legacy business system components where relevant to integrations.
- Ensure any integration system changes are documented and deployed in line with college RFC procedures.
- Undertake any other duties requested by the Head of Integration and Data or Deputy Director of Digital Delivery.

Person Specification

Essential

- A strong integration support and development background with knowledge of integration software and protocols.
- Knowledge of writing, running and developing data insights reports.
- Extensive experience with programming languages such as Python, SQL.
- Team player, able to work with colleagues across the organisation of differing levels of understanding of integration protocols and development.
- A focus on integration improvement and efficiency, able to prioritise appropriately.
- A focus on excellent customer service and a desire to surpass customer expectations in all aspects of business engagement.
- Excellent communication skills in writing, in person and via conferencing
- A proactive self-starter able to work independently and with minimal supervision.
- A proven ability to solve complex problems where solutions are not readily available nor is the problem well-defined.
- A demonstrable ability to write structured documentation in a format understandable to all levels of the userbase.
- A proven ability to piece together technical process diagrams from multiple sources of information, working with suppliers as necessary to obtain this information using innovative business analysis approaches.
- Tenacity and patience when dealing with colleagues who may be experiencing difficulty with integration, guiding them to a successful resolution.
- A strong working knowledge of software testing methodologies and how to best apply the most appropriate method to the context presented.
- Comfortable working with multiple online platforms for project delivery and design including tools such as Smartsheet, Miro, Basecamp and Slack.
- Willingness to work during non-standard business hours to undertake upgrade and deployment work as needed.

Person Specification

Desirable

- Experience of working within a Higher Education institution or related sectors.
- Experience in programming in .NET or C#.
- Working knowledge of Google Cloud Platform (GCP) and its functionality.
- Working understanding of database structures.
- An interest in fully utilising modern design and collaboration tools to enable cross-service teams to work together effectively.

Pay & Benefits

Additional Information:

- Responsible to: Head of Integration and Data
- Full time salary: Grade 8 £48,582 - £52,578 per annum including London Allowance.
- FTE: 1 (35 hours per week), 9.30 - 17.30 with an hour for lunch.
- Permanent role.
- 27 days annual leave plus extended breaks at Christmas and Easter, at the discretion of the College.   Pro rata for part time employees.
- A contributory defined benefit pension scheme and interest-free season ticket loan are available, along with many other benefits.
- Location: All 3 sites
- Department: Digital Delivery

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
27 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 six 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.

<u>Equality, diversity and inclusion - Disability and neurodiversity</u>

Disability Confident

RCA is a Disability Confident Committed employer. You may recognise the logo from our job adverts.

Disability Confident is a government scheme designed to encourage employers to recruit, retain, and develop disabled people. RCA was originally awarded the Disability Confident certificate in October 2022, which broadens and deepens our existing commitment as an employer.

As a Disability Confident Committed employer, we commit to the below core activities:
- ensure our recruitment process is inclusive and accessible
- communicating and promoting vacancies
- offering an interview to disabled people who meet the minimum criteria for the job
- anticipating and providing reasonable adjustments as required
- supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work
- at least one activity that will make a difference for disabled people

1 10 YEARS as the world's N°1 University for Art & Design

QS World University Rankings by Subject 2015-24

Together, the RCA community can generate change now for a sustainable future everywhere.