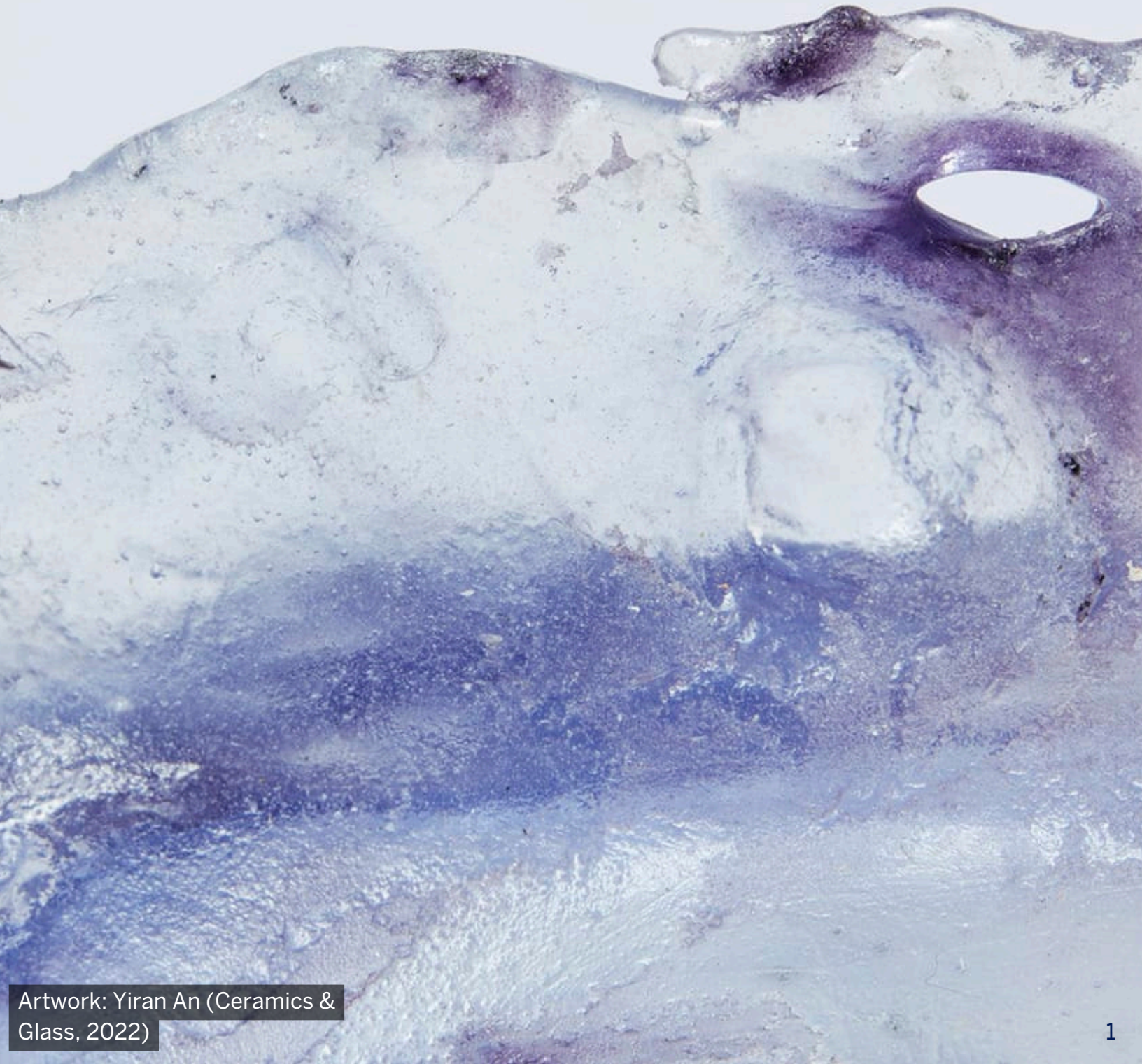


# RCA

# HR Casework Manager

## July 2025



Artwork: Yiran An (Ceramics & Glass, 2022)



# CONTENTS



Photo: Richard Haughton

3	<b><u>About RCA</u></b>
4	<b><u>Our Strategy</u></b>
5	<b><u>Our People</u></b>
6	<b><u>Our Values</u></b>
7	<b><u>About the Role</u></b>
11	<b><u>Person Specification</u></b>
12	<b><u>Pay and Benefits</u></b>

# 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 eleven consecutive years, according to the QS World University Rankings by Subject 2025 – 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.



# Our People



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. 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.



# People & Culture



Photo: Richard Haughton

## About the Team

We believe that our people are at the heart of everything we do. Our values—Collaboration, Inclusion, Curiosity, and Integrity—guide how we work, support one another, and grow as a community. We are committed to fostering an environment where each colleague can reach their full potential, creating a vibrant and fulfilling workplace that in turn enriches our student experience. Our journey to 2030 is about building strong foundations, enabling transformation, and recognising staff as the key enablers of student success.

# HR Casework Manager



Photo: Richard Haughton

## Role Purpose

To lead and manage complex employee relations casework across the College, ensuring consistent, fair, and legally compliant outcomes. The HR Casework Manager will promote best practice in case management, contributing to the overall delivery of an inclusive, positive workplace culture aligned with the RCA's values. The HR Casework Manager will support the Head of HR Business Partnering to deliver an excellent staff experience, improving processes, policies and learnings related to staff complaints and conduct.



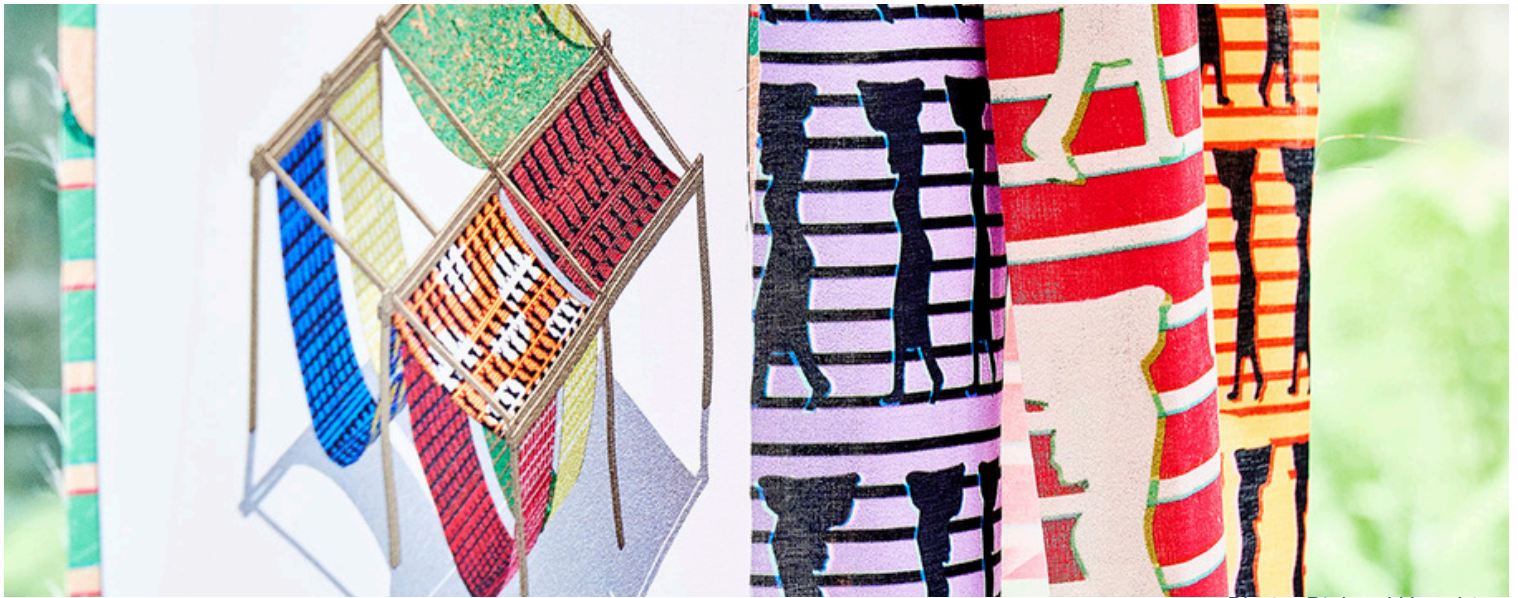


Photo: Richard Haughton

## Main Duties and Responsibilities

- Lead and oversee HR casework including disciplinary, grievance, capability, and absence management cases. Provide expert advice and support to line managers on employment law, policies and procedures.
- Proactively seek the early resolution of cases by promoting the benefits of interventions such as mediation.
- Coach and build capability in managers to effectively manage employee relations matters.
- Ensure casework is managed efficiently and sensitively, maintaining high standards of documentation and timely outcomes.
- Collaborate with HR Business Partners and Legal Advisors on complex or high-risk cases.
- Take the lead on developing managerial capability in dealing with people management issues, delivering relevant training e.g. handling difficult conversations and signposting managers to existing resources such as e-learning modules etc.
- Lead on the development and review of policies, procedures and manager guidance, toolkits and training, e.g., carrying out research, benchmarking and drafting where required.
- Manage a pool of internal investigators, ensuring that they have received appropriate training and ongoing development.
- Respond to staff queries about relevant policies and procedures.
- Work closely with relevant Student Experience colleagues on specific cases and in relation to the Office for Students (OfS) E6 registration requirements.
- Maintain oversight of formal investigations and hearings (e.g. disciplinary, grievance, appeals), ensuring investigators and Chairs of Panels understand their remit and responsibilities and the College's policies and procedures, and advising on good practice, to mitigate risks and enable legally compliant, informed decision-making.

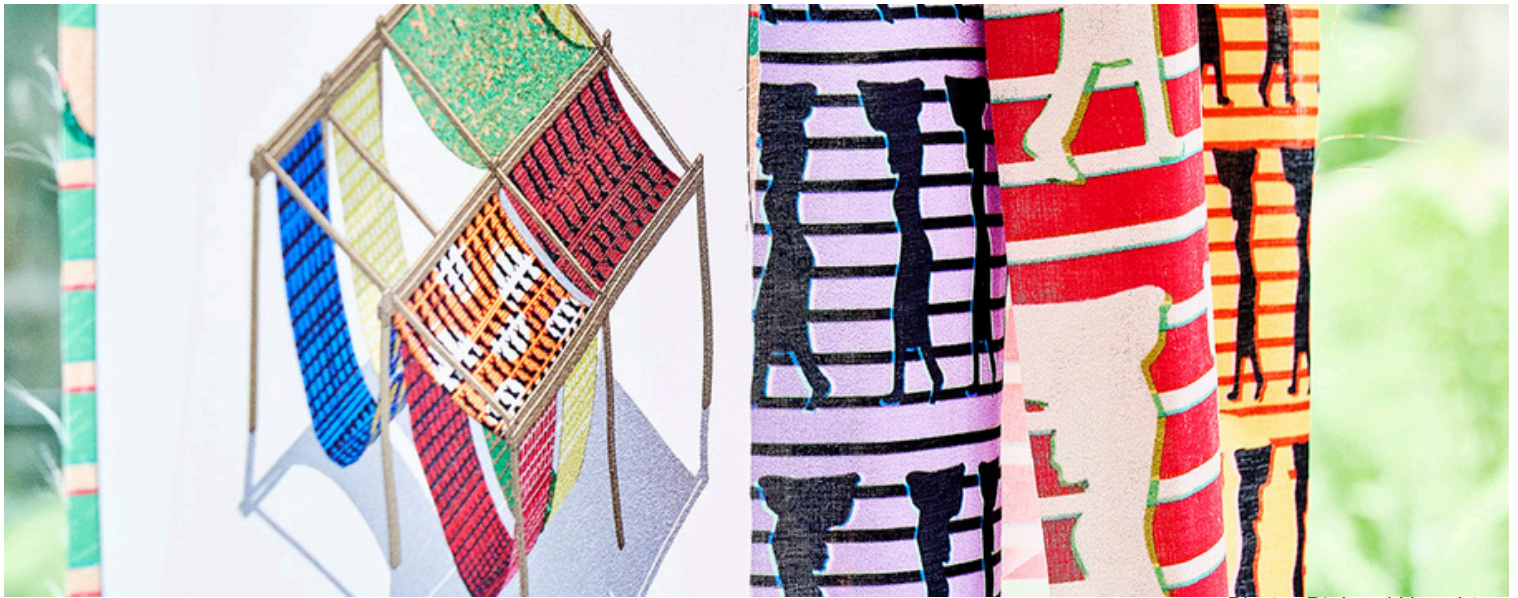


Photo: Richard Haughton

## Main Duties and Responsibilities

- Build productive and constructive relationships with trade union colleagues.
- Regularly monitor and report on casework trends and outcomes, identifying risks and opportunities for improvement.
- Lead on responding to Employment Tribunal claims where applicable.
- Develop a Case Management tool that enables effective reporting and adherence to SLAs to ensure procedural compliance
- Oversee the RCA Report and Support system.
- Contribute to strategic HR projects within the People and Culture Directorate.

## Line management

- Line manage the HR Advisors in support of the People Strategy and the College's Strategic Plan and to ensure effective service delivery across all activities.
- Ensure that regular 1:1s and annual appraisals are undertaken.
- Offer guidance, support to the HR Advisors along with career building opportunities.



# Person Specification

## Characteristics of the Post Holder

Candidates for this role will demonstrate evidence of the following knowledge, skills, experience and abilities:

- CIPD Level 7 certification or equivalent experience
- Extensive HR casework experience— within the higher education or public sector
- Proven ability to handle sensitive matters with tact, discretion and professionalism.
- Comprehensive knowledge of HE sector-wide issues, case management, UK employment law and relevant ACAS codes of practice
- Excellent interpersonal skills with the ability to establish and maintain credibility with staff at all levels as well as with trade union colleagues.
- Excellent statistical, analytical and report-writing skills
- Ability to manage complex issues effectively with creative problem-solving skills
- Able to work in a fast paced, often pressurised environment under own initiative, using judgement to prioritise a number of competing tasks and deadlines and knowing when to escalate issues
- Facilitation/mediation skills
- Demonstrable experience of policy development and system or process improvement in a service-orientated environment.
- Line management experience.

On a personal level, we're seeking someone who is empathetic and culturally aware, with a highly organised, proactive mindset. Their leadership approach should be collaborative and approachable, fostering trust and capability across the College.

# Pay & Benefits



Photo: Philip Vale

## ADDITIONAL INFORMATION

- Salary G8 - £49,533-£53,609 per annum pro rata
- Normal hours will total 35 per week over five days, 9.30am to 5.30pm with an hour each day for lunch
- 27 days annual leave plus extended breaks at Christmas and Easter, 30 days from October 2025
- A contributory defined benefit pension scheme and interest free season ticket loan are available
- The successful candidate will be required to work at Kensington Campus as well as across the RCA's other London sites (Battersea & White City) as necessary and reasonably requested.

Job Title: HR Casework Manager

Department: People & Culture

Reporting to: Head of Business Partnering

Responsible for: HR Advisors x 2

Location: Kensington (Hybrid) - 3 days per week on-site, 2 days per week working from home (WFH)

Contract Type: Permanent



### 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 RCA 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.

### 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 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.





## Equality, diversity and inclusion - Disability and neurodiversity

### 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



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

QS World University Rankings  
by Subject 2015-25

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