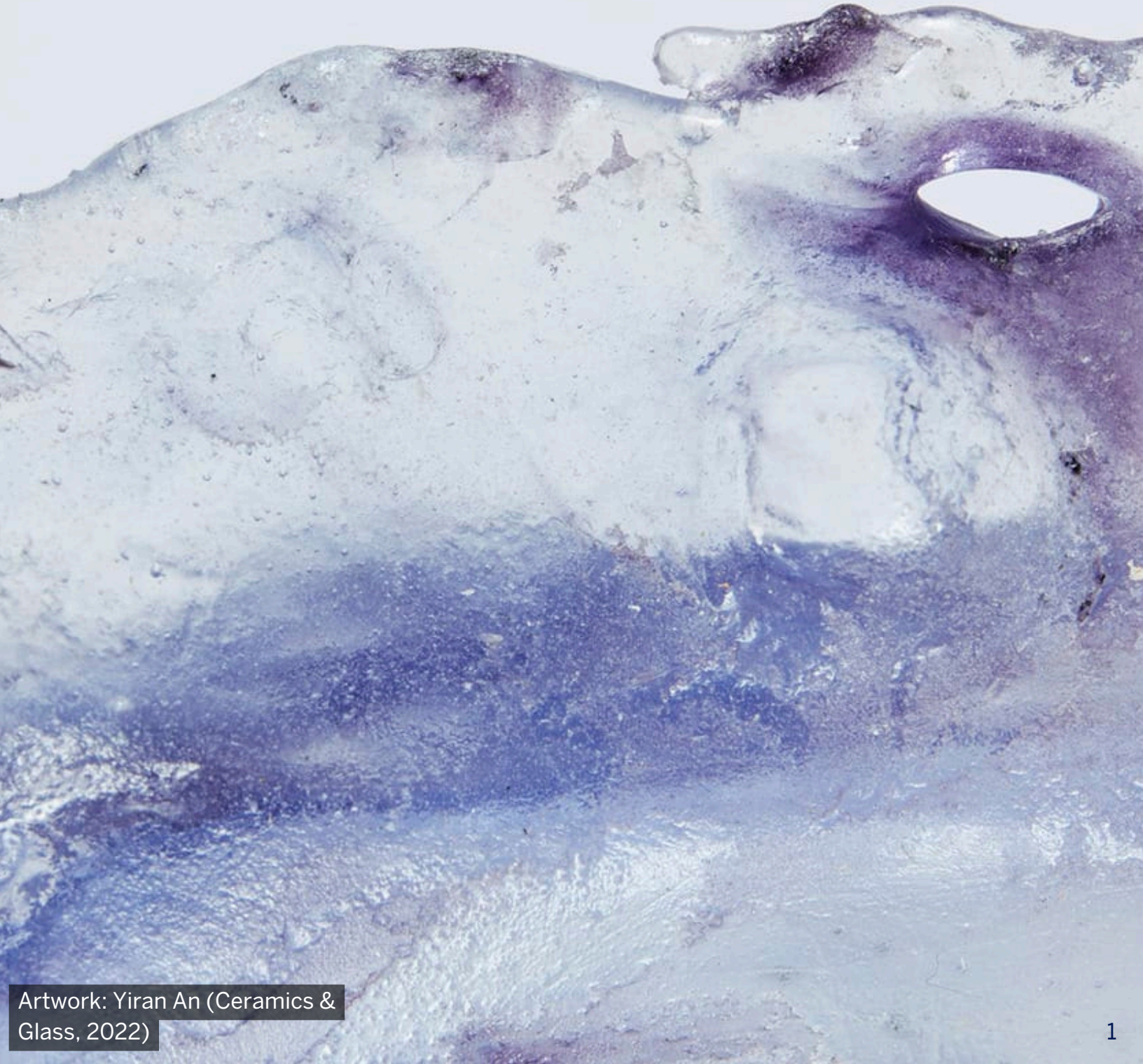


RCA

Technical Services Coordinator - Making

November 2025



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 oldest art and design university in continuous operation and today hosts the largest postgraduate community of art and design students globally. The RCA has been ranked the world's number one art and design university for eleven consecutive years by the QS World University Rankings by Subject 2025, reflecting the College's unrivalled reputation for excellence and influence.

The RCA is research-led, with REF 2021 recognising the College as the UK's most research-intensive art and design institution. A growing proportion of our outputs are judged 'world-leading' and 'internationally excellent', and our interdisciplinary research environment brings together artists, designers, architects, technologists and scientists to address global challenges and shape future creative practice.

With more than 25,000 alumni across the world, the RCA's graduates form a unique global network of creative leaders. Our students and alumni are internationally recognised for developing award-winning, sector-defining work — from fine art and architecture to robotics, mobility, material science and cutting-edge design innovation. InnovationRCA, our graduate start-up incubator, is one of the most successful in the UK, supporting high numbers of female-led ventures and delivering exceptional long-term commercial success.



Photo: Richard Haughton

More than 2,800 students study across four Schools and multiple research centres, taking programmes at Graduate Diploma, MA, MFA, MDes, MArch, MEd, MRes, MPhil and PhD levels. Our practice-based model blends academic rigour, creative experimentation and interdisciplinarity, supported by a highly skilled technical workforce and an academic community with deep links to industry, culture, science and the creative sector. The RCA is home to established and developing research hubs including the Helen Hamlyn Centre for Design, the Intelligent Mobility Design Centre, the Computer Science Research Centre, the Textiles Circularity Centre, the Materials Futures Research Group and a forthcoming Centre for Drawing.

The College champions a STEAM vision — integrating science, technology, engineering, art and design — with investment in specialist faculty across fields such as robotics, materials science and computer science. This approach enables our community to tackle urgent global issues including climate resilience, ageing societies, biodiversity loss, the ethics of emerging technologies and the transformative potential of AI.

Our People



Photo: Richard Haughton

The strength of the RCA lies in its people: our students, academic community, researchers, technical specialists, professional services teams and our global network of alumni and partners.

The RCA's Chancellor is Sir Jony Ive, one of the world's most influential designers. The Pro-Chancellor and Chair of Council is Sir Peter Bazalgette, and the President & Vice-Chancellor — the College's Chief Executive — is Professor Christoph Lindner, who joined the RCA in 2024.

Our academic faculty bring world-leading expertise and industry insight into a practice-led teaching model. A core academic and research workforce of around 196 FTE is supported by more than 215 Associate Lecturers and a broad network of guest lecturers from across global creative industries and cultural sectors. Distinguished practitioners including leaders from architecture, design, fashion, visual communication, materials science and digital innovation contribute directly to the curriculum.

Our 95 specialist technicians hold deep expertise in areas including digital fabrication, prototyping, film and sound, 3D modelling, metalwork, ceramics, textiles, and emerging technologies. Their knowledge underpins an exceptional hands-on learning environment and ensures students have access to world-class technical support.

Our people form a distinctive creative ecosystem: a collaborative, interdisciplinary community working across disciplines, generations and cultures to shape the future of art and design.



OUR STRATEGIC DIRECTION: TOWARDS THE RCA AT 200 (2026–2030)

The RCA's new Strategic Plan sets out a transformational five-year phase as we begin our journey towards our bicentenary in 2037. Our ambition is to become the world's most influential art and design community, with a global footprint and a renewed approach to research, education, partnerships and organisational culture.

By 2030:

- The College will operate across two revitalised central London campuses, including a reimagined Darwin Building at Kensington.
- We will establish research and education hubs outside the UK for the first time.
- We will strengthen our global partnerships, increase access to scholarships and widen participation for students from all backgrounds.
- We will be recognised for leadership in emerging creative technologies, especially AI, and for our contribution to sustainability, regenerative practice and public good.

Our work is underpinned by the RCA's four values — Collaboration, Curiosity, Inclusion and Integrity — and by commitments to long-term resilience, financial sustainability, staff and student wellbeing, and a culture where creativity and innovation thrive.



The College's ambitions will be delivered through three Strategic Pillars:

Strategic Pillar One

Creating and delivering the best art and design education, dialogue and research.

Strategic Pillar Two

Championing a community with outstanding potential who are diverse, inclusive and connected.

Strategic Pillar Three

Convening transformational exchanges of art and design expertise and ideas.

OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

The RCA is committed to building a diverse, equitable and inclusive environment where all students and staff feel valued, supported and able to thrive. As part of our Strategic Plan, we will:

- Launch a refreshed EDI Strategy with an emphasis on inclusive recruitment, equitable practice and a fair, consistent experience for all.
- Deliver sustained activity to achieve Disability Confident Level 3 and Advance HE Race Equality Charter Bronze status.
- Review and enhance the student journey to strengthen belonging, wellbeing and post-study success.
- Deliver a comprehensive People Strategy alongside a co-created Better Workplace Action Plan to support development, recognition, progression and workload sustainability.
- Strengthen connections across our global alumni community, creating networks that support opportunity and collective creative impact.

These commitments reflect our belief that an equitable, inclusive, connected community is essential to achieving our vision and delivering our work with integrity and excellence.

Our Values



Photo: Shaun James

The RCA community operates in line with four agreed values:



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.



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.



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.



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.



The Royal College of Art is one of the world's most influential institutions of university status devoted to the study of art, design, humanities and communication. Technical Services provides access, support, and academic instruction through a wide range of technical processes, equipment and staff. The Making spaces include areas of Bench, Wood, Metal, Plastics, CNC, Laser cutting, Zund digital knife cutting, and Metal Fiber laser cutting.

Technical Services Coordinator - Making



Purpose of the post:

- Coordinate multiple teams within the Making facilities at the Royal College of Art, including the line management of a technical team.
- Responsible for the operational planning and organisation of specialist equipment and work areas in order to facilitate academic delivery, student learning, research and knowledge transfer activities.
- Provide specialist technical support within the area.



Duties and responsibilities:

- Lead a technical team, allocating technical duties and support tasks, clarifying requirements of agreed tasks, delegating fairly and providing focus and motivation to the team.
- Establish and oversee team objectives, creating unity and clear purpose and understanding of requirements. Providing appropriate pastoral care and support to the technical team, dealing with issues and queries and referring to others when necessary.
- Manage all technical resources within the area for academic delivery, commercial provision and research, knowledge exchange and innovation activities.
- Manage the allocated operational and investment budgets for the area including the selection and management of appropriate suppliers; coordinating the day to day operation of facilities including undertaking installation of equipment, maintenance and repairs.
- Take overall responsibility for the issuing of materials, maintenance of material stock levels, security of tools, maintenance of machinery and tools, general housekeeping and maintenance of the area.
- Liaise with other Technical Coordinators and Managers to represent technical support issues at College committees and meetings, providing leadership on operational issues, assisting in defining policy and procedures for the technical area including access and allocation of resources.
- Ongoing learning and professional development as part of a dynamic team.



Photo: Richard Haughton

- Act as the main point of reference for the technical area and regularly provide detailed technical information and reports to College academic forums, Building & Estates, Health & Safety and other technical areas of the College as required.
- Monitor and maintain a safe working environment in accordance with Health and Safety policies and procedures employed for managing Health and Safety. This will include liaising with health and safety colleagues, using appropriate software in the production of Risk Assessments and ensuring they remain accurate and up to date.
- Set and monitor performance standards and contribute to the long term planning for the area.
- Contribute as a member of the Technical Services Management team in developing a sense of community and act as an advocate of technical resources across the College.
- Keep up to date with new developments within existing and emerging technologies.
- Take a lead in the research, buying and setting up of new equipment and services by maintaining industry links and identifying new and relevant technologies and practices.
- Research, evaluate, and communicate innovative solutions to technically complex creative ideas and give appropriate feedback. Act as point of reference to all workshop users.
- Organise and maintain specialist equipment and manage the allocated budgets as required.
- Comply with all Royal College of Art policies and procedures.
- Support events and exhibitions as required including the handling, transportation and installation of art works.
- Assist in the selection, training, induction and supervision of new and temporary staff.
- Undertake any other duties consistent with the role as required and in agreement with the Technical Coordinator and or Technical Services Manager.

Person Specification

Essential

- Significant, highly skilled, specialist knowledge and proficiency within a specific technical discipline currently supported within the area, combined with the ability and enthusiasm to learn about other specialist skills relevant to the work of the College.
- The ability to coordinate effectively, both services and teams of technical staff across a broad range of specialist technical areas.
- Excellent communication and interpersonal skills, both written and verbal at all levels
- Excellent problem solving skills
- Experience planning the delivery of technical content.
- Excellent organisational, time management and planning skills with the ability to prioritise as appropriate.
- Ability to manage budgets and work with standard financial controls.
- Ability to manage projects to time and budget.
- Commitment to continuing professional development and engagement with professional issues.
- Excellent user focus and a flexible approach
- Ability to chair meetings and make/give formal presentations, communicating effectively to individuals and groups at all levels.
- Ability to deal with difficult situations and confidential matters and to resolve problems when they arise.
- The ability to use initiative and work independently and as part of a team
- The ability to work effectively as part of an extended technical management team.
- Thorough knowledge of Health and Safety and COSHH related to designated technical area



Photo: Iwan Baan

Person Specification



Desirable

- Interest in future developments of cross disciplinary making spaces such as advanced maker spaces and community co-working spaces.
- Experience of managing a team in a high pressure and time sensitive environment.
- Experience of Personal and Team professional development planning.
- Experience of creating online learning materials is desirable but not essential.

Pay & Benefits

Additional Information:

- Responsible to: Technical Services Manager
- Full time salary: Grade 9 - £55,040 - £61,322 per annum including London Allowance
- 1FTE - 35 hours per week and fixed term maternity cover from February 2026 for a year.
- 30 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 alongside many other benefits
- Location: All 3 sites
- Department: Technical Services



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 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.

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.