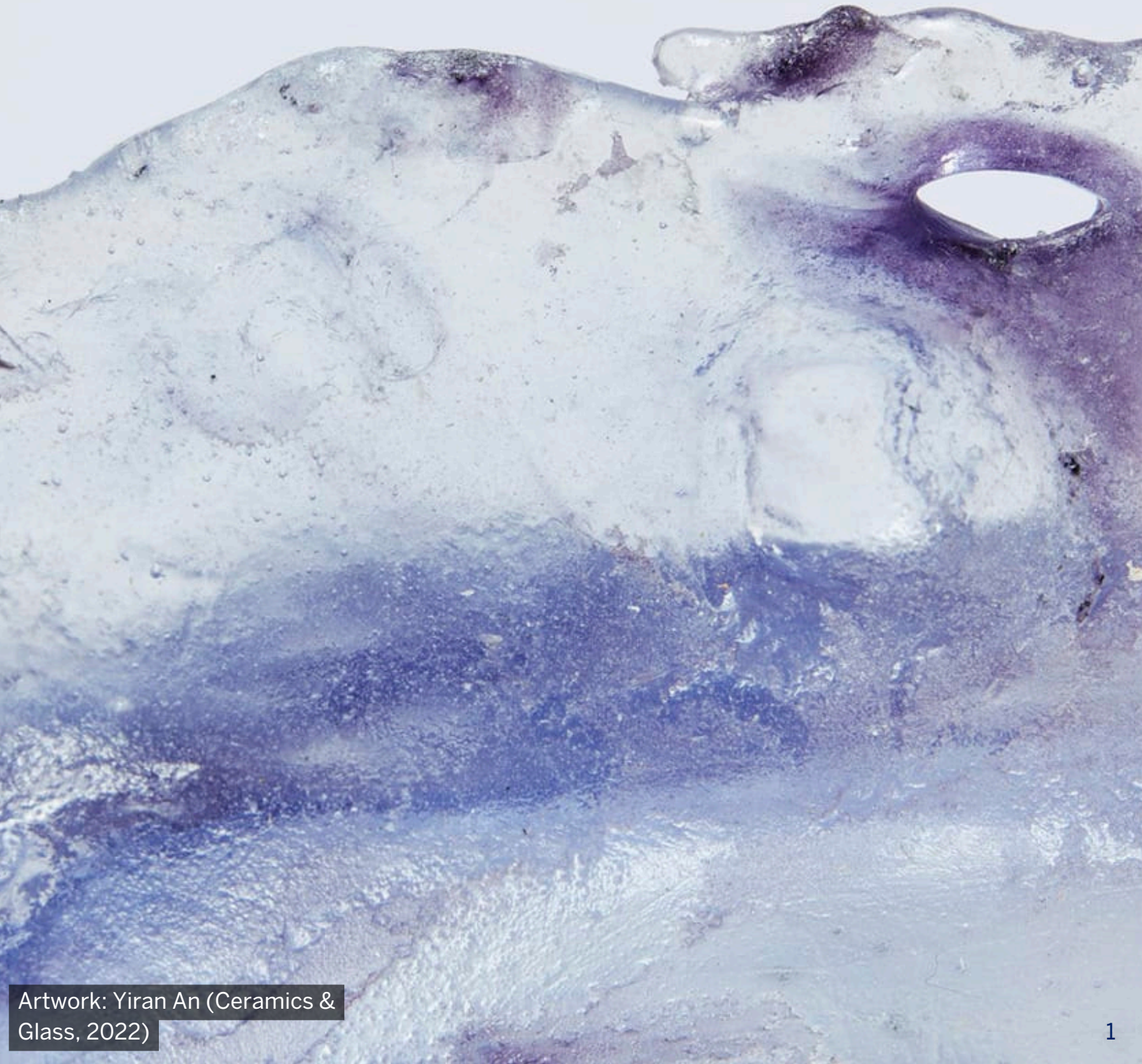
RCA

Campus Supervisor - Estates October 2026



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 postgraduate-only community of art and design students. It has been ranked number one in the world 12 consecutive years (QS World University Rankings by Subject 2015-2026).

Studying at the RCA is the starting point for UK and global creative leaders. With more than 30,000 RCA alumni all over the world, the College's graduates form a diverse international network of artists, designers, creators and innovators.

Around 2,500 students are spread across three schools – Architecture, Arts & Humanities, Communication & Design - and in the RCA's Research Centres. The College creates an environment that champions exploration, collaboration and interdisciplinary learning - using art and design to reframe the possibilities of the humanities, technology, and ethics; and equipping graduates for new futures and opportunities

Research is at the heart of the RCA's impact. In active discussion with the world, the College brings interdisciplinary researchers and partners together in vital areas such as climate and sustainability, technology and society, and leads the field in practice-based research. As a result, the RCA is ranked as one of the most research-intensive specialist art and design universities in the UK [under the Research Excellence Framework 2014 and 2021].



Photo: Richard Haughton

The RCA champions exploration, collaboration and interdisciplinary learning - using art and design to reframe the possibilities of the humanities, technology, and ethics. We experiment, question and discover, putting research and practice at our heart, to equip students for new futures and opportunities and build on current knowledge.

Current ‘real world’ practices of our disciplines are fully integrated into our teaching delivery and student learning. The RCA model also consciously uses both the high research active levels of faculty, and the absence of undergraduate provision, to provide concentration and focus, in order to use research to creatively ‘disrupt’ the learning experience.

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.

The RCA's academic faculty bring world-leading expertise and industry knowledge to the College's model of teaching. All faculty are actively engaged in their relevant industries and professional practice beyond academia, and the RCA is the only specialist art and design university where all of our permanent academic staff are also research active and included in the RCA's submissions to the UK Research Excellence Framework.

The RCA has a total academic and research workforce of over 400 people, which includes Associate Lecturers, Visiting Professors and Guest Lecturers who bring 'live industry' experience into the taught curriculum

The RCA also employs a team of over 100 highly skilled technicians, many of whom themselves have postgraduate qualifications and are well established and recognised practitioners in their fields of specialism. Our skilled technical staff and technical resources are integral to delivering an interdisciplinary approach which is a key part of the student experience.



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 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.

Estates



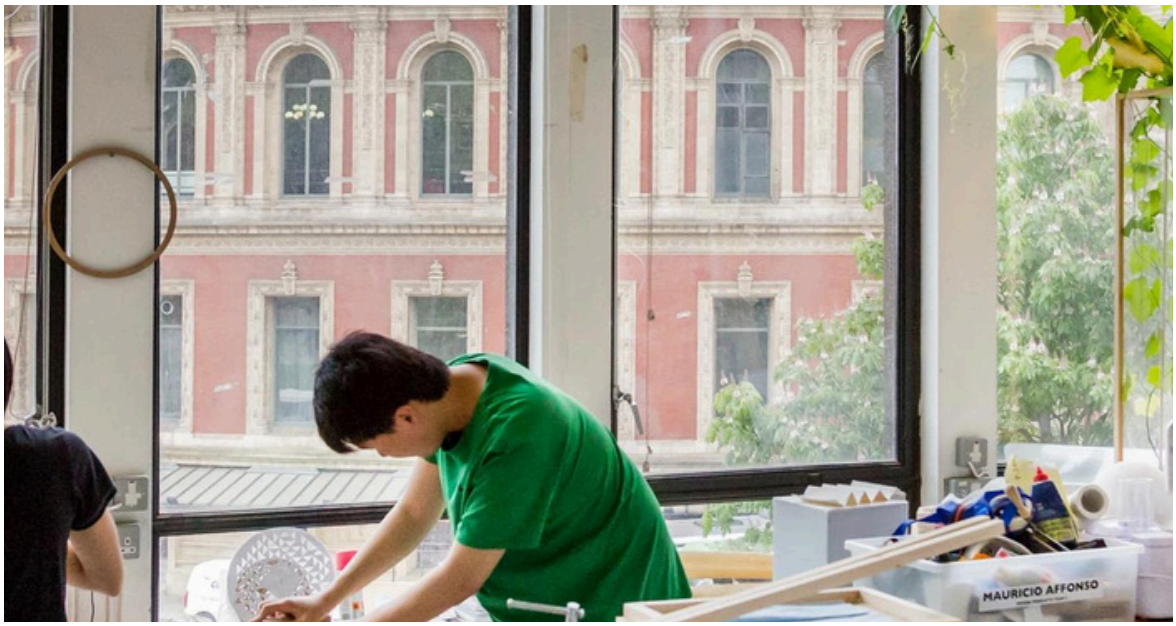
RCA Estates is responsible for all aspects of the management of the RCA's estate and buildings, including delivery of day-to-day facilities management services and of capital projects & refurbishments. The RCA Estates portfolio is focused in support of the key Service Lines the directorate provides to the wider College community, via three distinct internal divisions:

Estate Development: Strategic Projects, property management, project management and space & moves management.

Estate Operations: Compliance, maintenance, energy management & sustainability, facilities soft services management (including catering, cleaning & security) and small works.

Estate Services: Facilities duty management, front of house & reception services, courier/post, event support and helpdesk.

Campus Supervisor



Role Purpose

The Campus Supervisor supports the smooth day-to-day operation of the Royal College of Art's campuses, helping to provide a safe, welcoming and well-maintained environment for learning, teaching and creative practice. Reporting to the Facilities Manager at the relevant campus, the postholder provides a visible and approachable point of contact for students, staff and visitors, delivering responsive, practical support and high standards of customer service.

Taking responsibility for a designated building or area, the Campus Supervisor proactively identifies facilities issues, monitors service standards and works with Estates colleagues and contractors to resolve problems promptly. The role combines customer service with hands-on support, including building checks, housekeeping, room arrangements, moves and storage, alongside designated health, safety and emergency response responsibilities.

Through positive relationships with the College community, clear communication and ownership of issues through to resolution or appropriate escalation, the Campus Supervisor is a key member of the team who contributes to a positive student and staff experience and the effective use of campus facilities.

Main Duties and Responsibilities



Customer relationships:

- Help to maintain a positive relationship between the RCA Estates Team and all students and staff by identifying, communicating and understanding their needs, being responsive and providing excellent standards of customer service and communication.
- Acting as the local point of contact for all students, staff and visitors for any queries relating to estates services within the campus.

Portering:

- Carry out any moves or changes to room set-ups or furniture layouts as instructed by relevant RCA Estates and other colleagues,
- Move and deliver incoming post and parcels, bulk stationery and other materials deliveries to staff and students as required.
- Support students in the packing, moving and storing of their work and personal belongings throughout the academic cycle.
- Assist with the process of churn throughout the campus, as part of the regular restacking processes based on area utilisations.

Health and safety:

- Maintain awareness of activities in the College's studios and communal spaces, encouraging adherence to RCA health and safety procedures and protocols.
- Regularly check that fixtures and fittings are not damaged or defaced, and that no alterations are made to studio/activity setting layouts without appropriate authorisation.
- Facilitate the appropriate storage or removal of all flammable materials, hazardous chemicals, or other prohibited items.
- Promptly report any non-conformances of the above points to the Facilities Manager or the Health & Safety team, who are part of the Estates Directorate.

Main Duties and Responsibilities

Security:

- Maintain communications with College Security and alert security guards to attend to any security incidents.
- Walk the designated building/area prior to evening closure, ensuring all floors empty and report to security that all staff and students have left the area.

Maintenance and room setting:

- Proactively undertake start-of-day and routine daily checks of the designated building/area to ensure that all areas are safe, operational and fit for purpose and set in the agreed format. Where this isn't the case, the campus supervisor should reset the area prior to teaching, learning or other activities.
- Report any defects or maintenance issues promptly to the Estates Helpdesk, log and follow up regularly for response to work items and check for completion of any remedial work items in line with the College's agreed quality standards and the Service Level Agreements with the College's IFM contractor.
- Undertake minor works as directed by the Facilities Manager, which includes but isn't limited to, the painting of rooms or areas within the campus, minor repairs to furniture and updating and installing signage.

Housekeeping:

- Carry out routine daily and weekly checks on cleaning services.
- Ensure that all areas of the designated building/area are cleaned according to the agreed quality standards and Service Level Agreement with the College's IFM contractor.
- Liaise with the day time cleaning staff to promptly address any immediate issues (e.g. spillages, empty consumables etc.).
- Report any issues with cleaning service quality promptly to the Estates Helpdesk.



Main Duties and Responsibilities

Fire safety:

- Act as the Fire Warden for the building/designated area of the campus or as the evacuation point controller, as directed by the Facilities Manager.
- Ensure that all emergency exit routes are kept clear at all times.

First aid:

- Act as the trained First Aider for the building/designated area of the campus, and attend to any emergency incidents or requests for first aid.
- Administer assistance to students, staff or visitors as required.
- Report any accidents, incidents and near-misses to the HSE Manager via relevant College procedures.

Equipment and resources:

- Allocate and record any issue of College equipment or resources to staff or students (e.g. trolleys).
- Check that any small electrical appliances (e.g. desk fans, kettles, etc.) brought into the campus are in good condition and are PAT-tested.
- Remove and submit any defective items or those without up to date PAT records for testing by the College's appointed contractors.

Working relationships:

- Facilities Manager (line manager)
- Estates team colleagues
- Health & Safety team
- IFM Contractor colleagues
- School and Professional Services team Administrators
- Students and student reps
- Technical Services

Additional requirements:

- Campus Supervisors are allocated to a campus but may be required to work at another campus either temporarily or permanently as required through operational needs.
- Campus Supervisors are required to be physically in attendance to supervise operations on the three campuses during the College's normal opening hours. These are typically 08.00 to 22.00 weekdays, Monday to Friday, but these may be subject to change in line with College operating requirements.
- In order to support these hours, Campus Supervisors are required to work to an alternating shift pattern of 08.00 to 16.00 (early shift) or 14.00 to 22.00 (late shift), with shift allocations changing on a fortnightly basis (2 weeks early, 2 weeks late).
- In addition, weekend working will be required on some Saturdays throughout term time.
- Campus Supervisors 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.
- A suitable RCA-branded uniform will be provided, which will be worn at all times when on duty.



Person Specification

Essential:

- Level 2 (GCSE) passes in English and mathematics.
- Clear and effective communicator - both written and verbal.
- Excellent interpersonal skills, with the ability to communicate effectively at all levels within the College.
- Experience of working in a customer-facing and service delivery role in a busy environment, working across multiple sites.
- Ability to carry out physical tasks requiring manual handling skills.
- Effective planning, organising and prioritisation skills.
- Ability to manage and prioritise own workload whilst retaining excellent customer service standards.
- Experience of working in a diverse, multicultural environment, and of interacting positively with customers from a range of backgrounds, ethnicity and cultures.
- Ability to work proactively and use initiative to resolve day-to-day problems.
- An enthusiastic and flexible approach to work.
- A strong team-player with the ability to work individually.

Desirable:

- Up to date First Aid certificate (e.g. Emergency First Aid at Work EFAW)
- Up to date certificate and training in Manual Handling.
- A recognised health and safety qualification (e.g. NEBOSH General Certificate).
- Experience of working in a busy multidisciplinary estates or facilities management team, delivering a range of different services.
- Experience of working with students in an academic, educational environment, such as a college or university.
- An interest and enthusiasm for contemporary art, design and culture



Pay & Benefits

Additional Information:

- Full time salary - Grade 5 £35,114 - £39,564 per annum including London Allowance
- 1FTE, Permanent role
- School: Estates
- 30 days annual leave plus extended breaks at Christmas and Easter. Pro rata for part time employees and those on a contract less than a year.
- A contributory defined benefit pension scheme and interest free season ticket loan are available, alongside many other benefits
- Responsible to: Facilities Manager
- The successful candidate will be required to work at our Kensington, White City and Battersea campuses, as necessary and reasonably requested.

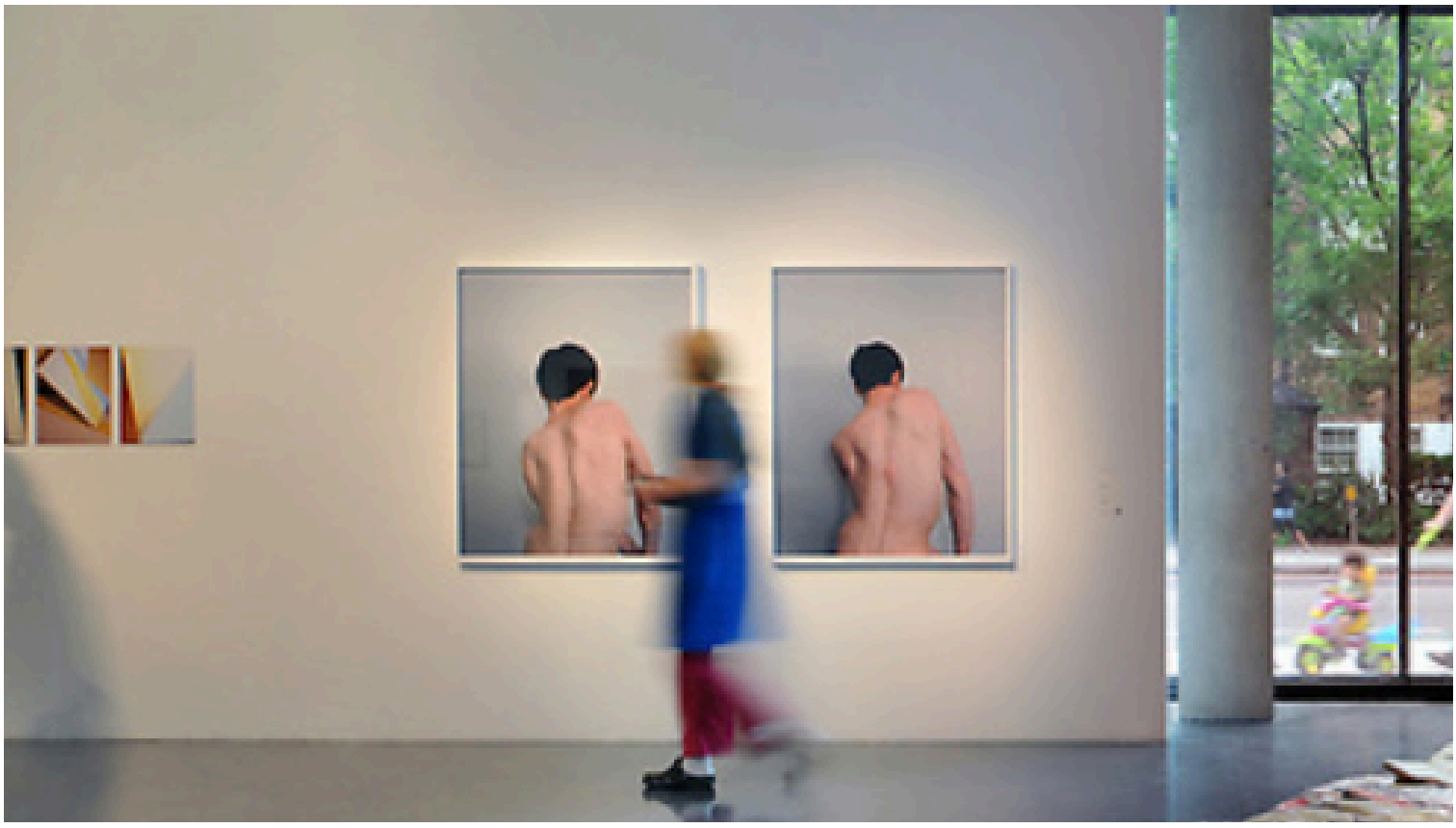


Photo: Philip Vale

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
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


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12 YEARS as the world's
N°1 University for Art & Design
QS World University Rankings by Subject 2015–26