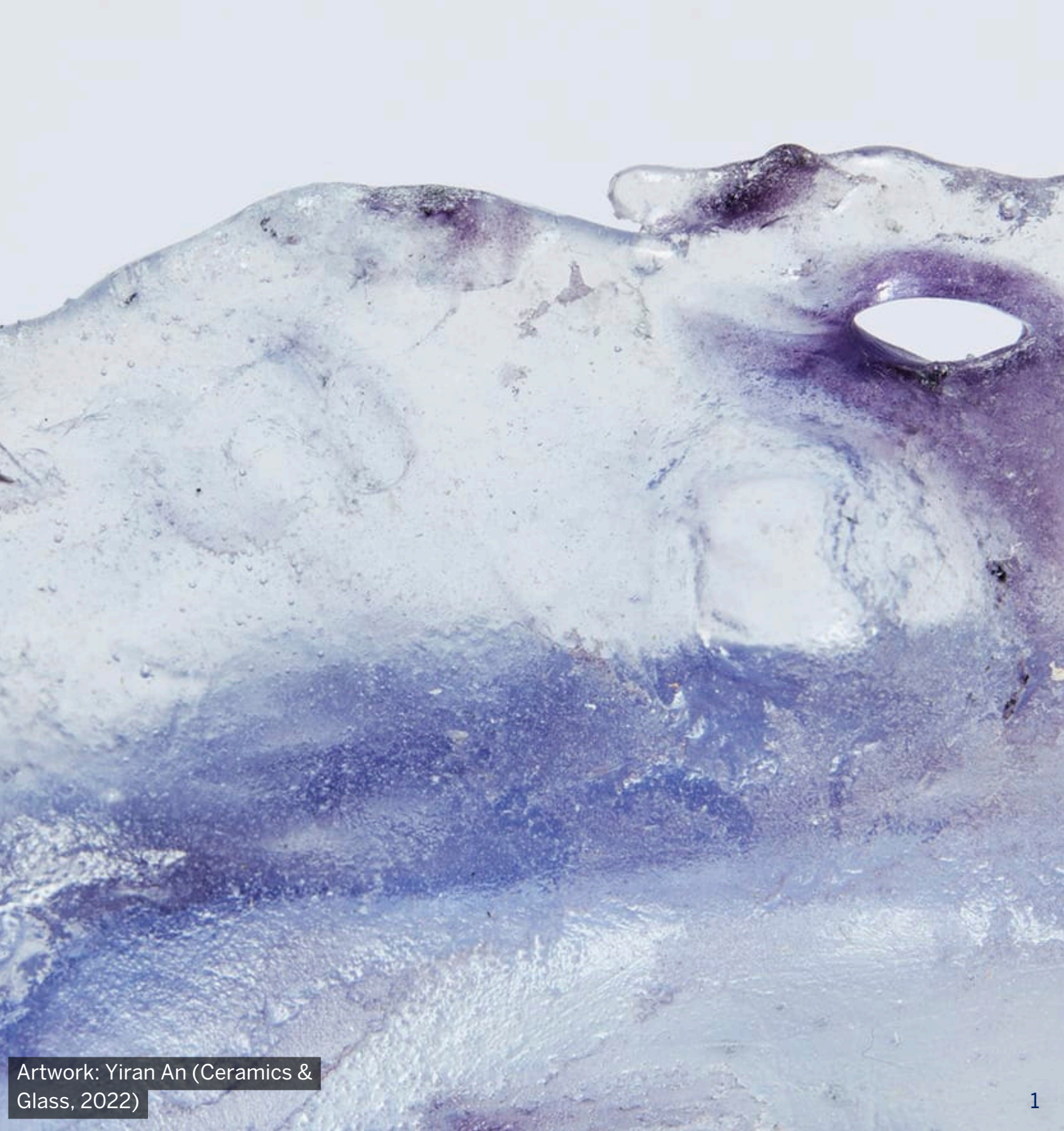
RCA

Registry Officer 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 and 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

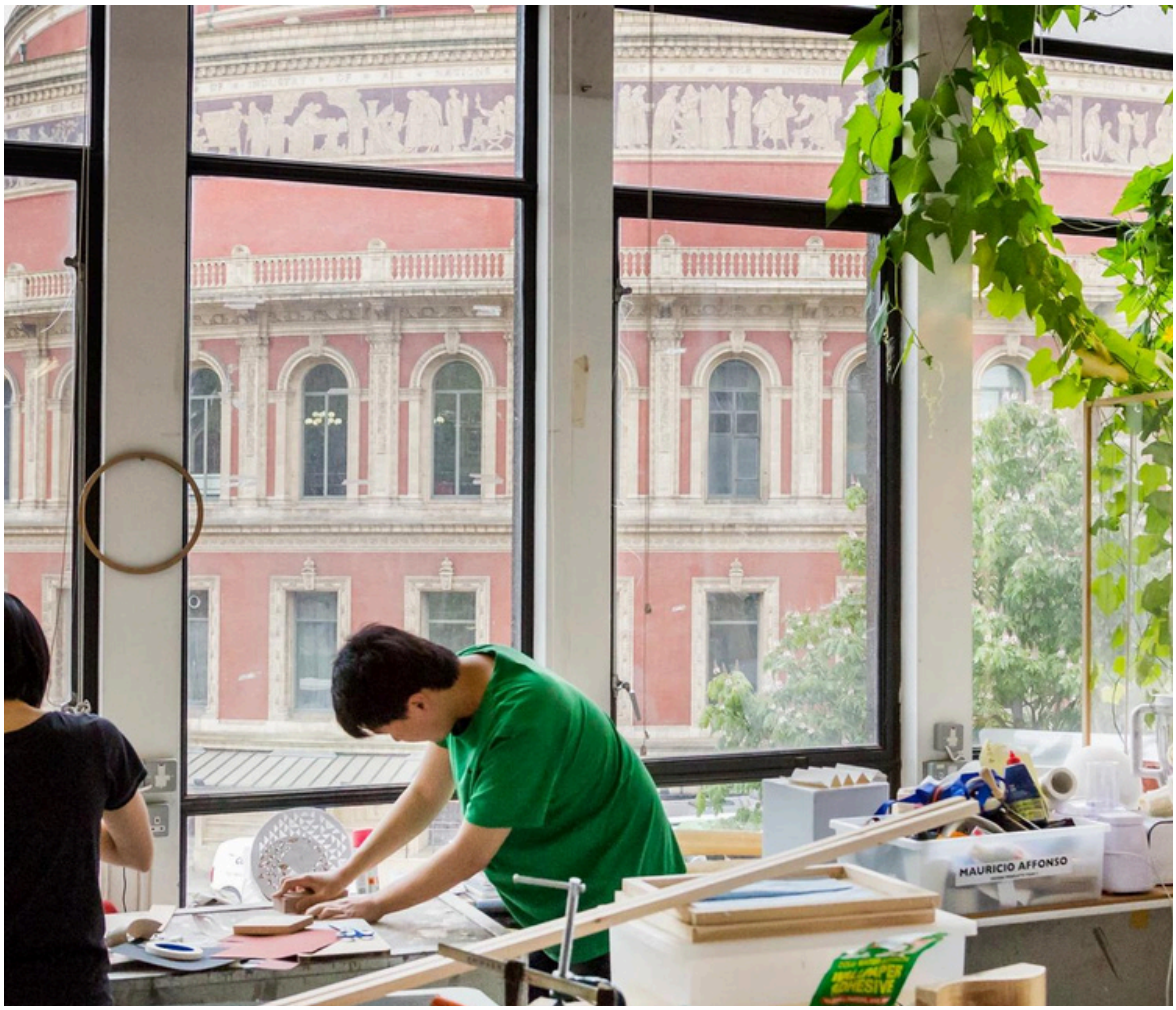
We celebrate diversity and embrace difference as a source of strength. We strive for an inclusive RCA community, removing barriers and challenging exclusionary and discriminatory practices.

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.



Role Purpose

The Registry Officer plays a key role in supporting the delivery of core postgraduate student lifecycle services, with a primary focus on admissions, enrolment, and the ongoing maintenance of student records. Working within the Registry Operations team, the postholder will ensure student information is processed accurately and efficiently, delivering a high standard of service across key touchpoints in the applicant and student journey.

Working under the direction of the Admissions and Enrolment Manager, the postholder will help ensure the accuracy, completeness, and consistency of applicant and student data, while delivering timely and effective responses to specific enquiries. The postholder will contribute to a high-quality student experience through excellent administrative delivery, collaboration with internal teams, and the use of RCA's enquiry management system (ServiceNow).

The postholder will respond to enquiries, process applications and enrolments, and support routine tasks related to records management. They will also contribute to the integrity of institutional data and compliance with internal and external requirements, working collaboratively with colleagues across the College.

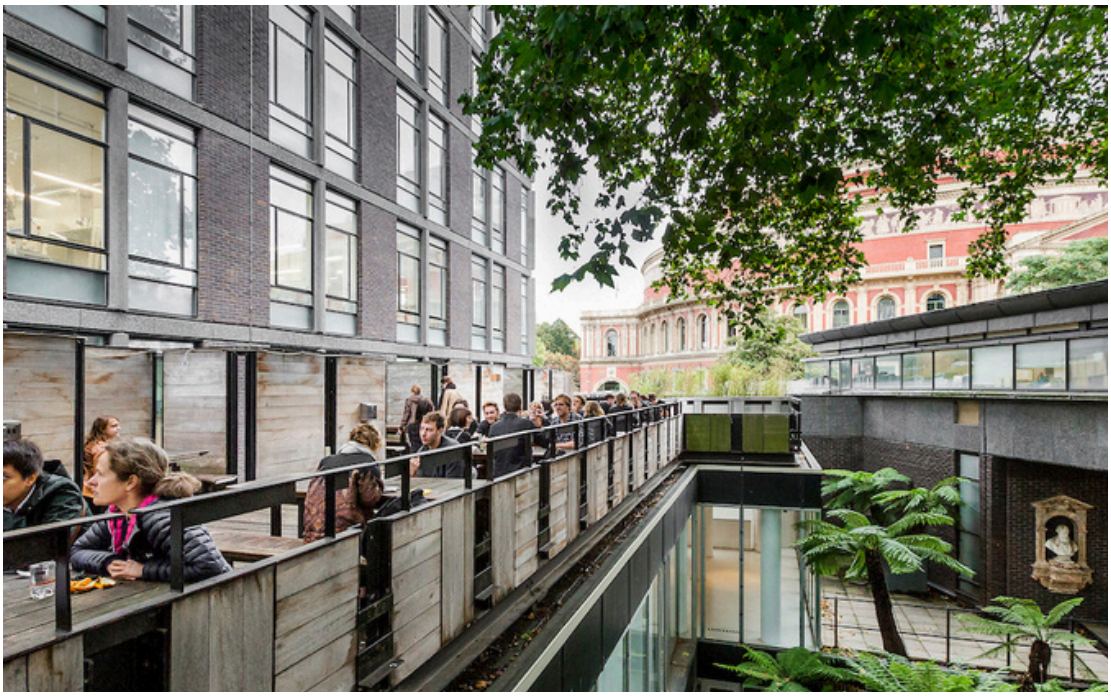
Main Duties and Responsibilities

Key responsibilities

- Act as the key Registry contact for your designated School and maintain a professional working relationship, and develop an academic calendar of events
- Support the full admissions and enrolment process for postgraduate students, including application checks, offer generation, and registration for your designated Schools
- Maintain accurate student records in line with institutional, statutory, and regulatory requirements.
- Respond to Level 2 and above applicant and student enquiries through the ServiceNow platform and escalate when appropriate.
- Undertake routine data entry, auditing, and data cleansing activities to ensure information integrity.
- Support timetabled and ad-hoc Registry activities, including registration events, enrolment checks, and induction support.
- Collaborate closely with Student Support, Finance, and other service teams to ensure joined-up service delivery.
- Ensure that CASs (Confirmations of Acceptance for Studies) for students within your designated school are issued within the required time frame.
- Assist with institutional compliance processes, including those relating to UKVI, HESA, and data protection.
- Participate in service improvement initiatives, team meetings, and training activities to enhance service delivery.
- Undertake other duties appropriate to the role and grade, as required by the Admissions and Enrolment Manager or Head of Registry Operations.
- Deputise for the Admissions and Enrolment Manager when asked and appropriate.

Person specification

- Strong understanding of the student lifecycle.
- Demonstrated administrative experience in a busy, customer-focused environment, with the ability to engage with a wide range of stakeholders using tact and sensitivity.
- Proven ability to prioritise effectively and manage a varied and competing workload.
- Strong organisational skills with a high level of accuracy and attention to detail.
- High level of digital literacy, with proficiency in productivity tools including email, word processing, spreadsheets, and especially databases.
- Ability to remain effective under pressure during peak periods, demonstrating initiative, multitasking skills, and a collaborative team approach.
- Strong work ethic, with the ability to work independently with minimal supervision and take ownership of responsibilities.
- A reflective and proactive approach, with a commitment to continuous improvement both personally and as part of a team.
- Proven problem-solving skills with the ability to troubleshoot issues independently.
- Excellent written and verbal communication skills, with confidence in engaging individuals at all levels and a strong commitment to delivering outstanding customer service.
- Proven ability to work collaboratively across teams and departments to support shared goals.
- It should be noted that as part of ensuring a smooth and effective admissions and enrolment process, the College may not be able to approve annual leave during mid-August to the end of September each year.



Pay & Benefits

Additional Information:

- Full time salary: Grade 6 £ 39,564 - £45,638 per annum including London Allowance
- 30 days annual leave plus extended breaks at Christmas and Easter, at the discretion of the College. Pro rata for part time employees,
- Pension, cycle to work scheme, interest-free season ticket loan are available alongside many other benefits
- Location: Kensington, London/Hybrid
- Department: Education and Student Success
- 1FTE and permanent role.
- Responsible to: Admissions & Enrolment Manager
- Working hours 9.30am to 5.30pm with an hour each day for lunch.

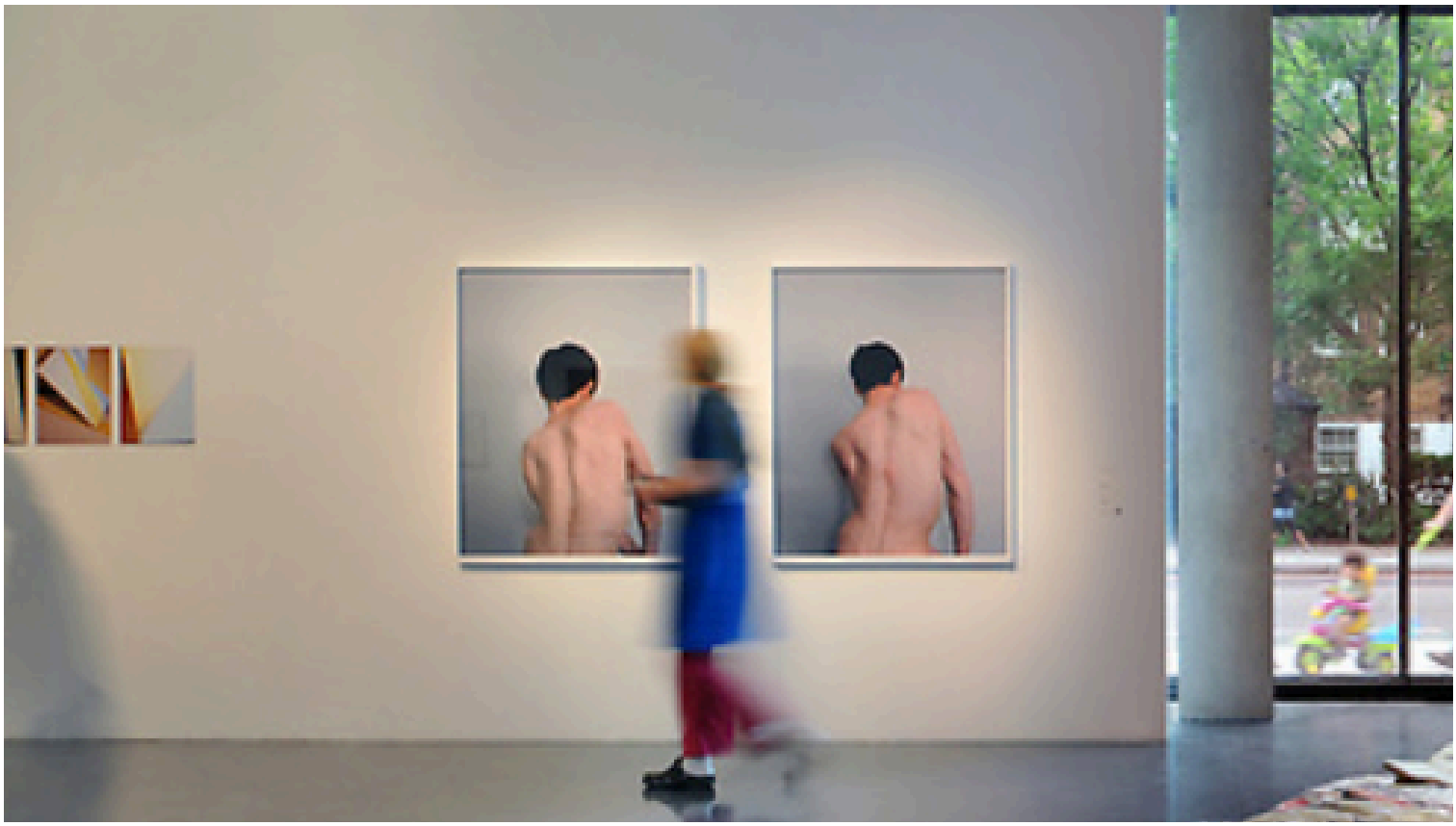


Photo: Philip Vale

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

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