

# RCA/180



**Royal College of Art**  
180 Years of Innovation, Art & Design

## **JOB DESCRIPTION**

<b>Post:</b>	Administrator
<b>Department:</b>	IT, Library and Technical Services (ILTS)
<b>Grade:</b>	6
<b>Responsible to:</b>	General Manager, ILTS

## **Background:**

The Royal College of Art is the UK's only entirely postgraduate art and design university. 2017 marks the 180th anniversary of its foundation as the Government School of Design, and the 50th anniversary of its Royal Charter. Its continued pre-eminence in teaching and research is reflected in the College's ranking as the world's number one art and design university in the QS World University Rankings.

The Royal Charter specifies that the College's purpose is "to advance learning, knowledge and professional competence particularly in the field of the fine arts... through teaching, research and collaboration with industry and commerce". Fifty years on, the College remains in the vanguard of creative enquiry, with around 2,000 students from 65 countries registered for MA, MRes, MPhil and PhD degrees. Applications are strong, and the College's strategy sets out an ambitious plan both to increase student places to 3,000 by 2020 and to launch new programmes underpinned by its world-class research. Recent examples include the MA in Contemporary Art Practice, launched in 2016, to offer a truly global dialogue about the practice and study of contemporary art, alongside the College's established fine art programmes in painting, sculpture, photography and print, and the haptic crafts of making in ceramic, glass, and metal.

The College is located on three sites in central London, in Kensington, Battersea and White City. In 2016 the Chancellor of the Exchequer announced an unprecedented £54 million grant to support a major expansion at Battersea to create a flagship innovation campus, housing new research centres, knowledge exchange labs and additional space for the College's highly successful business incubator, InnovationRCA. Subject to planning consent, work on the new building is due to start in early 2018 and complete in late 2020.

As well as welcoming students from around the world, the College's global dimension is enhanced through extensive links with business and industry and its partnerships with leading art and design, cultural and educational institutions; including, among many others, its neighbours in Kensington (Imperial College London, the Victoria & Albert Museum, the Royal College of Music and the Natural History Museum).

The College has 400 full- and part-time staff, including internationally renowned artists, designers and practitioners. These staff, together with customised forms of teaching and learning, dedicated technical facilities and research centres, all contribute to create an exceptional creative and intellectual environment and a remarkable record of graduate employment. Numerous eminent graduates have created far-reaching impact and

influence, and the College boasts such noteworthy alumni as Sir James Dyson, Thomas Heatherwick, David Hockney, Tracy Emin, Christopher Bailey, Julien McDonald, Alison Jackson, Idris Khan, David Adjaye, Suzie Templeton and Sir Ridley Scott.

### **Purpose of the post:**

Support the delivery, coordination, organisation and administration of services provided by ILTS by supporting the General Manager, ILTS and the Heads of Service in pursuit of excellent standards of postgraduate education and an unrivalled student experience. The role will span all elements of administration, across the team's and the College's activities, including work on planning and development, record keeping, timetabling for workshop access and other supporting functions (e.g. Library inductions), the management and coordination of College FOI requests, the management of diaries of the Director and Heads of Service, the management and coordination of Show activities, the management and coordination of Executive Education courses and improvements to the dissemination of ILTS-related information through our Intranet pages and other mechanisms.

### **Main Duties and Responsibilities:**

- Manage information relating to ILTS by following standard and agreed processes for record-keeping, ensuring adherence to standards around managing and protecting, sharing and reuse, in line with best practice in information security and data protection.
- Working closely with the Schools and College Timetabling Officer, contribute to the preparation of the Academic Timetable annually.
- Undertake calendar management for student timetabling in relation to workshop use.
- Together with the Senior Administrator, manage and coordinate FOI requests made to the College.
- Manage queries from students and staff in relation to services provided by Technical Services, particular in the approach to the end of year Show.
- Proactively seek and suggest more effective administrative and communication systems, including the management of our intranet and website pages and the appropriate and timely dissemination of ILTS-related information.
- Produce, monitor and check key statistics.
- Undertake clerking and minute taking at meetings.
- Be responsible for meeting room configuration and set-up including ensuring AV equipment is working and setting up video/Skype calls and proactively liaising with ITS where appropriate.
- Undertake financial administration include ordering stationery, supplies and equipment and processing orders.
- Administer the engagement and payment of casual staff.
- Raise purchase orders and manage programme financial activities using Agresso.
- To provide all other necessary administrative support to the directorate, including contributions to the course handbook, Shows, travel, room bookings and local finance (transfers, expenses and petty cash).
- Coordinate support on activities which relate to executive education, including summer and other extra-mural courses.
- Liaise with staff and customers to make arrangements for executive education courses.

- Liaise with Research Office and academic staff in preparing bids and budgets for funded research projects.

### **Person Specification:**

#### **Essential** characteristics of the postholder:

- Educated to degree level or equivalent.
- Administrative experience of working in a busy customer focused environment with the ability to deal with a variety of student and education related issues with tact and sensitivity.
- High level of accuracy and attention to detail.
- Experience of maintaining databases, using Microsoft packages.
- Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards.
- Problem solver.
- Naturally collaborative.
- Good level of digital literacy.
- Proficient in the use of productivity suites (email, calendar documents, spreadsheets, databases) such as Microsoft Office or Google for work.
- Good understanding of standards around managing, protecting and re-using information, including information security best practice and data protection principles.
- Experienced in the use of financial management software such as Agresso.
- Excellent communication skills with people at all levels.
- The ability to use initiative, multi-task and work as part of a team.
- Excellent organisational skills.
- Experience of working in higher education

#### **Desirable** characteristics of the postholder:

- Minute-taking skills.
- Diary management skills, including electronic calendars.
- An interest and enthusiasm for contemporary art, design and culture.
- Experience of college systems and software – Financial (Agresso), HR/Payroll (iTrent), and Timetabling software e.g, CELCAT.
- Experience of a relationship database, such as Raiser's Edge.

### **ADDITIONAL INFORMATION**

- Annual salary working 5 days per week is £30,682 – £35,132 p.a inclusive of London Allowance.
- 25 days annual leave plus extended breaks at Christmas and Easter.
- Normal hours will total 35 hours per week over five days, 9.30am – 5.30pm with an hour each day for lunch.
- Your principal place of work is initially the Kensington campus. However, the College may reasonably require you to work at the campus at Battersea, White City or any other location, either on a temporary or permanent basis.

**NOVEMBER 2017**

## **PAY & BENEFITS**

### **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**

5 weeks' (25 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 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 two 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 six 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.

### **Cycle to Work Scheme**

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.

### **Childcare Vouchers**

The Royal College of Art enables staff to purchase childcare vouchers, through its partner Edenred, as a salary sacrifice scheme.

### **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.