Royal College of Art
Postgraduate Art & Design

Technical Services Manager, Technology

Candidate Pack – July 2018

Royal College of Art

Candidate Pack – Monday, 2 July 2018

Executive Summary

The Royal College of Art is the only entirely postgraduate institution of university status dedicated to research and knowledge exchange, teaching and practice in art, design, communication and humanities. Located in South Kensington, Battersea and White City, its international reputation for excellence in teaching, research and employability has been recognised for four successive years by the highly regarded QS World Ranking survey, with the College rated the world's number one art and design University in 2015, 2016, 2017 and 2018. The College has some 2,000 students following postgraduate courses in the 2017 – 18 academic year and the staff, both full- and part-time, totals approximately 400.

Technical Services is one of the service divisions of IT, Library and Technical Services (ILTS), a cross-college department, which also includes Archives and Collections and Digital Delivery. The Technical Services department provides instruction and support in a range of disciplines across a number of technical workshops, spanning a wide array of analogue and increasingly digital processes in support of making/fabrication. IT Services provide infrastructure, desktop hardware and software support.

The Technical Services Manager, Technology will take responsibility for leading the development of the technical facilities and staff in areas involving software use and emerging digital technologies including coding and programming, intelligent digital manufacturing, visualisation (e.g. VR/AR), robotics and related support to College students, alumni, staff and external clients as required. He/she will lead in the planning and development of facilities and services to support new and emerging technologies and the intersection between Arts & Design, Science, Technology and Engineering, to meet learning, research, knowledge exchange, innovation and commercial needs. He/she will look to deliver the best on premise and cloud based solutions to support the College's strategic ambition and will work closely with colleagues across ILTS, the College and externally to deliver an efficient and effective technology environment.

Applicants should possess a high level of skills, understanding and knowledge of the use of technology by students in Higher Education, or in an art and design setting, with a track record in developing and delivering technology services and support. Ability to manage a team and of building productive and enduring relationships is an essential requirement. Significant operational management experience within own area of technical expertise is also essential.

Organisation

The Royal College of Art is the UK's only entirely postgraduate university of art and design, dedicated to teaching, research and knowledge exchange with industry.

The College's 1967 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.

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. With planning consent achieved in February 2018, enabling work on the new building is due to start in early 2018 with the completed building being handed over 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, the Science Museum, and the Natural History Museum).

The College has 400 full- and part-time staff, including internationally renowned artists, designers, theorists and practitioners. These staff, together with innovative 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, Tracey Emin, Christopher Bailey, Julien McDonald, Alison Jackson, Idris Khan, Sir David Adjaye, Suzie Templeton and Sir Ridley Scott.

Mission

The Royal College of Art aims to achieve international standards of excellence in the postgraduate and pre- /mid-professional education of artists and designers and related practitioners. It aims to achieve these through the quality of its teaching, research and practice and through its relationship with the institutions, industries and technologies associated with the disciplines of art and design.

The College aims to achieve these standards of excellence by:

- fostering a high level of understanding of the principles and practices of art and design;
- encouraging individual creativity among staff and students;

- recruiting students of proven ability and by providing pre-professional and post-experience study opportunities;
- continuously enhancing appropriate links and collaborations with industries and professional bodies;
- exploring the innovative applications of technologies and processes to the disciplines of art and design;
- encouraging awareness of social and environmental developments insofar as they relate to art and design; and through co-operation and partnership with other institutions, locally, nationally and internationally.

The College is split into four Schools:

- School of Architecture;
- School of Communication;
- School of Design;
- School of Arts & Humanities.

Technical Services

Technical Services is one of the service divisions of IT, Library and Technical Services (ILTS), a cross-college department, which also includes Archives and Collections and Digital Delivery.

The Technical Services department provides instruction and support in a range of disciplines across a number of technical workshops, spanning a wide array of analogue and increasingly digital processes in support of making/fabrication. IT Services provide infrastructure, desktop hardware and software support. The role of Technical Services Manager, Technology forms part of the Technical Services management team and is responsible for the delivery of software support and instruction for students to enable the realisation of their creative projects. This role will work closely with the IT Services team to ensure the timely and appropriate deployment of hardware and software for creative use.

Role Description

Purpose of the post:

The Technical Services Manager, Technology will take responsibility for leading the development of the technical facilities and staff in areas involving software use and emerging digital technologies including coding and programming, intelligent digital manufacturing, visualisation (e.g. VR/AR), robotics and related support to College students, alumni, staff and external clients as required.

He/she will lead in the planning and development of facilities and services to support new and emerging technologies and the intersection between Arts & Design, Science, Technology and Engineering, to meet learning, research, knowledge exchange, innovation and commercial needs.

He/she will look to deliver the best on premise and cloud based solutions to support the College's strategic ambition and will work closely with colleagues across ILTS, the College and externally to deliver an efficient and effective technology environment.

The Technical Services Manager, Technology is expected to carry out the following duties:

- ensuring that planning and operation of the technical facilities supports delivery of the College Strategic Plan, with respect to programmes, student numbers, research, knowledge exchange and innovation activity;
- engaging with academic partners (heads of programme, teaching and research staff), including regular attendance at meetings, to ensure that all aspects of technical provision meet required standards, and that stakeholders are consulted concerning the quality of the technical provision to ensure technology provision evolves with the growing needs and aspirations of the College;
- playing a leading role in identifying emerging technologies and their application to making and creative disciplines and for their sustainable adoption and deployment within the technical services provision;
- working in collaboration with IT Services, developing workflows for effective deployment of student facing hardware, software and other technology-enabled services;
- developing clear accesses model for all users within the framework of cross-college approaches, using standard college tools such as the timetabling system, the VLE and the intranet;
- managing and monitoring the use of space/facilities/equipment, identifying patterns of usage and consulting stakeholders to make appropriate modifications accordingly to feed into the planning and allocation of future resources;
- supporting the development of new and flexible modes of learning and teaching and the use of digital tools and technology to support the provision of technical services (e.g. developing online digital content for instruction and support);
- regularly producing and presenting reports and policies and procedures, adapting complex technical data for appropriate audiences;
- contributing to the formulation of strategy and to operational planning as part of the Technical Services Management Team with the other Technical Services Managers and the Head of Technical Services; contribute to the development of Technical Services as a community;
- monitoring and balancing the budgets allocated and balancing available resources against immediate needs and future planning;

- creating an appropriate staff development plan to ensure the correct mix of skills, level of expertise and effective team working is in place to meet the requirements of the College;
- setting objectives and managing performance, delegating responsibilities as appropriate to technical coordinators;
- contributing to planning for the introduction of new programmes, research projects, knowledge exchange and innovation activity, and ensuring that the technical facilities are prepared for additional and future developments and changes;
- investigating and developing relationships with potential external partners, consultancy opportunities, and other sources of income;
- complying with all Royal College of Art policies and procedures;
- ensuring that Technical Coordinators and staff in the area of responsibility comply with current Health & Safety requirements and procedures in accordance with good practice and the relevant legal requirements, including coordinating relevant COSHH and other Health and Safety risk assessments;
- undertaking any other duties consistent with role as required and in agreement with the Head of Technical Services.
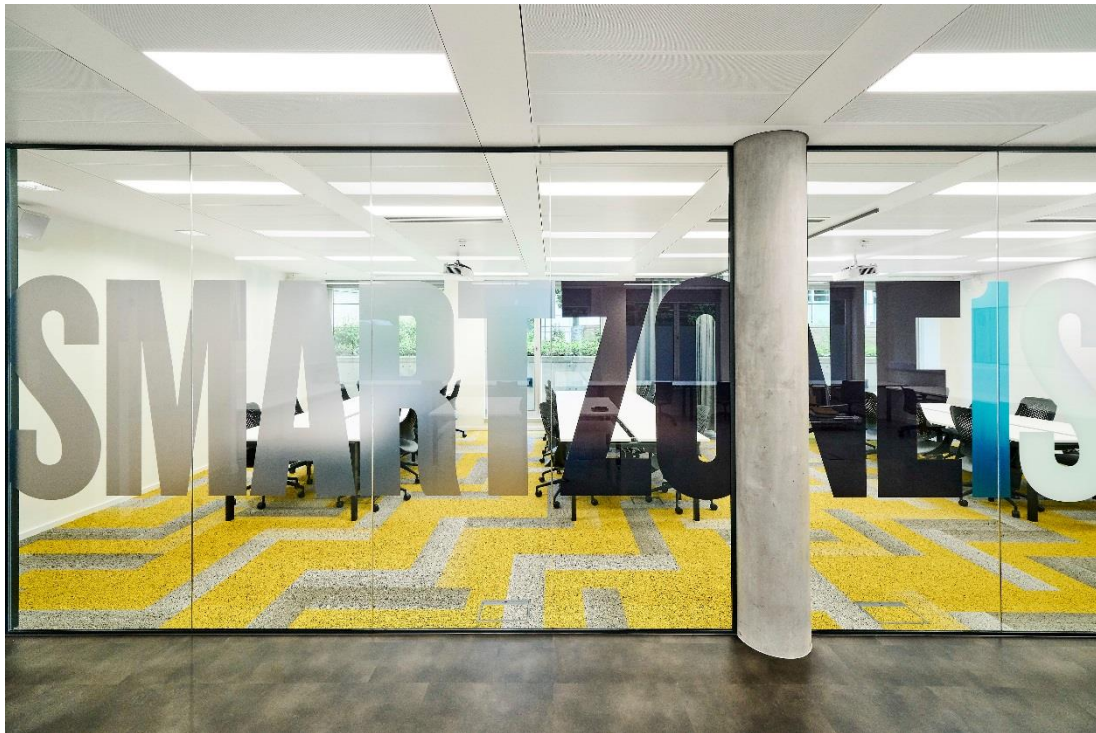
Person Specification

The successful candidate will be expected to demonstrate evidence of the following skills, capabilities and experience:

Essential

- high level of skills, understanding and knowledge of the use of technology by students in Higher Education, or in an art and design setting;
- track record in developing and delivering technology services and support;
- ability to make strategic decisions for investment in and use of technology;
- proven ability to manage a large team, or several units within a team, including experience of facilitating cross-team working;
- personal and professional resilience;
- good track record of building productive and enduring relationships, strong influence and negotiation skills and the ability to achieve results through others;
- significant operational management experience within own area of technical expertise;
- excellent digital competencies, demonstrable commitment to continuing professional development and engagement with relevant professional issues;
- ability to deal with difficult situations and confidential matters and to resolve problems when they arise;
- ability to work transparently and openly to establish trust with academic, technical and administrative colleagues in a changing environment;
- excellent organisational, time management and planning skills with the ability to prioritise as appropriate;
- ability to communicate clearly and persuasively, using appropriate styles and arguments to influence and negotiate where appropriate;
- experience of developing and establishing clear objectives and goals, delegating work fairly and according to capability, and monitoring progress;
- ability to effectively evaluate and manage staff performance;
- ability to make/give formal presentations;
- ability to share knowledge and transfer skills and capabilities;
- excellent user focus and a flexible approach;
- knowledge and understanding of relevant Health and Safety legislation;
- demonstrable commitment to diversity and equality of opportunity with the ability to work harmoniously with colleagues and students of all cultures and backgrounds.

Desirable

- experience of working in Higher Education;
- experience in the field of art, design and communication;
- recognised professional IT certification;
- expertise and practice outside the College relating to the scope of your area of responsibility;
- an interest and enthusiasm for contemporary art, design and culture.

Appointment Details and How to Apply

The Royal College of Art is being assisted in this appointment process by the executive search firm Society.

Applications should consist of a CV, ideally accompanied by a brief covering letter addressing the criteria in the Person Specification. These documents can be uploaded via Society's website here.

The deadline for receipt of applications is midday (BST) on Tuesday, 31 July 2018.

An appointment will be made subject to receipt of satisfactory references. The appointed candidate will be offered a salary that is commensurate with their experience and the seniority of their new role.

Additional information

- Salary working five days per week: £53,202 - £59,534 p.a. inclusive of London Allowance.
- 30 days annual leave plus extended breaks at Christmas and Easter.
- Normal hours will total 35 per week over five days, 9.30am to 5.30pm with an hour each day for lunch.
- A contributory defined benefit pension scheme and interest free season ticket loan are available.

Appendix 1 – Pay and 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

6 weeks' (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 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.