



# Royal College of Art

Postgraduate Art & Design

## JOB DESCRIPTION

<b>Post:</b>	Administrative Assistant
<b>School:</b>	School of Architecture
<b>Grade:</b>	4
<b>FTE:</b>	0.6
<b>Fixed-term:</b>	Until 31 October 2021
<b>Responsible to:</b>	School General Manager

### **Background:**

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. Recent examples in the School of Architecture include the launch in 2017 of City Design, and Environmental Architecture, both initially at MA level but with plans to develop into research degree study.

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, work on the new building started 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 over 450 permanent staff, including internationally renowned artists, designers, theorists and practitioners. These staff, together with



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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.

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

To provide a comprehensive administrative support and record maintenance service to a portfolio of programmes. To make a valuable contribution to delivering excellent experiences for staff and students, through the provision of high quality information and support services.

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

The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities in order to meet any deadlines set. The role is very much about the successful coordination of communication with key school stakeholders, arranging and supporting meeting and events and managing and maintaining information.

You will assist administrator colleagues and other members of college staff with preparation for and seamless execution of a variety of school/programme based activities that require logistical and administrative support.

- Act as first point of contact for students with routine enquiries, referring more complex or involved enquiries to Administrators and appropriate academic staff.
- Act as first point of contact for guests and visitors to the school, providing a warm welcome and ensuring they are supported during their visit
- Respond to student and staff queries, providing a high quality customer service via email, phone and face to face ensuring that any required action is taken in a timely manner and to the highest standards
- Provide administrative support for the registration and certification of students.
- Provide administrative support for the processes relating to external assessment.
- Administer the engagement and payment of visiting lecturers
- Oversee updating of mailing list/database contacts and alumni using Raiser's Edge
- Support for Work in Progress and Degree Shows
- Update students records database with students names, addresses, liaison with Student Support.
- Making travel arrangements, booking accommodation, processing fees and expense claims where requested.
- Produce letters, database reports, and information as required.



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- Order general stationery and office consumables.
- Maintain an efficient filing system of predominantly digital files and aid the programme in moving from paper to digital record-keeping.
- Using IT systems for activities like room/venue booking, raising purchase orders, running reports and making timetable changes.
- Liaise with the Administrator colleagues on all issues related to public relations, promotion and external relations, including collating information and organising centre posters and displays for current projects.
- Make all practical arrangements for school and programme activities: book rooms and catering; produce relevant documentation and manage associated communications.
- Attend, take notes and draft documents for school and programme activities, team meetings and workshops generally
- Work collaboratively with colleagues in central functions to support achievement of targets, monitor performance and evaluate impact.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Monitor visitor access and maintain security by following procedures for access and egress
- The postholder must operate flexibly and react positively to tight deadlines and changing circumstances and requirements.
- Conduct all financial matters associated with the role in accordance with the RCA's policies and procedures, as laid down in the financial regulations.
- Develop an awareness of school and university operations and to contribute informed suggestions for improvements to the administrative and communication systems.
- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.

### **Person Specification:**

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

- Educated to 'A' 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
- Ability to communicate well and with confidence to a wide range of people both verbally and in writing
- Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards
- Awareness of standards for managing and protecting information, including information security and data protection principles



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- Proficient in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office or Google for work and the internet
- Aptitude to use finance management systems (Agresso) and student records system
- The ability to use initiative, multi-task and work as part of a team
- Excellent organisational skills

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

- Experience of working in Higher Education
- Minute-taking skills
- Diary management skills, including electronic calendars
- An interest and enthusiasm for contemporary art, design and culture
- Experience of using a Customer Relationship Management (CRM) database, such as Raiser's Edge

### **ADDITIONAL INFORMATION**

- Location: Kensington
- Salary working three days per week: £14,399 - £15,967 per annum inclusive of London Allowance, pro-rata of £23,998 – £26,612
- Normal hours will total 21 hours per week over 3 days, 9.30am to 5.30pm with an hour each day for lunch.
- 15 days annual leave, plus extended breaks at Christmas and Easter.
- A contributory defined benefit pension scheme and interest free season ticket loan are available

**JUNE 2019**



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## **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.

### **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.

### **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



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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.