



Royal College of Art

Postgraduate Art & Design

ROYAL COLLEGE OF ART

JOB DESCRIPTION

Post:	Administrator
School:	Various
Grade:	6
Responsible to:	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". Over 50 years on, the College remains in the vanguard of creative enquiry, and in 2019/20 the College will have around 2,300 students from more than 75 countries. Applications are strong, and the College's strategy sets out an ambitious plan both to increase student places to 3,000 by 2021 and to launch new programmes underpinned by its world-class research.

The College is located on three sites in central London, in Battersea, Kensington, and White City. The RCA recently launched GenerationRCA which will propel the University's radical new academic vision by focusing on three key pillars: 'Place, Projects and People'. This programme will see the RCA transform its campuses and the ways in which the university teaches, researches and creates. It includes the construction of the Herzog & de Meuron-design flagship building in Battersea and introduction of future programmes centred on nano and soft robotics, computer science and machine learning, materials science and the circular economy.

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 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, Margaret Calvert, Alison Jackson, Idris Khan, Sir Quentin Blake, Sir David Adjaye, Suzie Templeton and Sir Ridley Scott.



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School of Communication

In a world of false news, rising inequalities and global challenges, it is imperative that we change the narrative of communication. The School of Communication situates human and non-human communication within the frames of culture, community, consciousness, commercialism and creativity. It seeks to rise to global and local challenges; informing and enhancing forward-thinking and transformative processes, approaches and strategies through an inclusive and transformative teaching and research environment.

The School of Communication currently offers four MA programmes – Animation, Digital Direction, Information Experience Design and Visual Communication with a strong culture of postgraduate research with MRes and PGR student communities. The School's pathways and programmes are directly linked and underpinned by critical and contemporary research themes that seek new approaches to create change and have meaningful impact in relation to societal, cultural, political and economic challenges. Programmes collaborate and innovate with industry partners and governmental and non-governmental organisations as well as across subject areas to allow strategic opportunities for multidisciplinary research and teaching.

Purpose of the post:

Support the delivery, coordination, organisation and administration of postgraduate programmes supporting the school general manager and academic staff in pursuit of excellent standards of postgraduate education and an unrivalled student experience. The role will span all elements of administration, across the student lifecycle, including work on planning and development, marketing, admissions, student induction, timetabling, student records, assessment and feedback and examination administration.

Main Duties and Responsibilities:

- Administer local aspects of admissions, student support, and student review and assessment processes for taught and research students.
- Daily email and face-to-face contact with a diverse range of students, staff and external contacts and be responsible for dealing with a range of queries.
- Play a key role in the running of processes for student recruitment and assessment and create and maintain student and financial records as well as providing occasional administrative support to committee, open evenings and events.
- Regularly review information created and managed by the programme to ensure adherence to standards around managing and protecting, sharing and reuse, in line with best practice in information security and data protection.
- Production, monitoring and checking key statistics.
- 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.
- Calendar management for student timetabling.
- Financial administration will include ordering stationery, supplies and equipment and processing orders.



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- Proactively seek and suggest more effective administrative and communication systems.
- Administer the engagement and payment of visiting lecturers.
- Raise purchase orders and manage programme financial activities using Agresso.
- To provide all other necessary administrative support to programmes, including course handbook, MA, MPhil and PhD student records, publications, shows, VLs, travel, room bookings and local finance (transfers, expenses and petty cash) to ensure the smooth running of the programmes.
- To co-ordinate and maintain programme teaching timetables and make arrangements for tutorials, lectures and seminars.
- To co-ordinate the admissions period including applications, portfolios and interviews.

The role of administrator will encompass one or more of the following school-wide responsibilities and activities:

External Relations

- Cross-school administration relating to external relations including sponsorship, alumni, donations etc.
- Liaise with academic staff, students and industry to arrange projects, competition entries, exhibitions etc.
- Collate media coverage of events – press reports, cuttings of staff and students, maintaining info on student careers across school.
- Oversee arrangements for open days.
- Liaise with Development Office in regard to fundraising.
- Update and maintain schools pages on the Intranet and the RCA website inc staff research profiles and any microsites.

Shows

- Oversee the running of the Work in Progress and Degree Shows, liaising with the Dean, Media Office and the Development Office.

Knowledge Exchange (Executive Education)

- Coordinate support on activities which relate to executive education, including summer and other extra-mural courses.
- Liaise with academic staff, students and customers to make arrangements for executive education courses.
- Make arrangements for teaching and student bookings on executive education courses.
- Keep a database of executive education customers and sessional teachers.
- Promote and advertise executive education offers.



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Knowledge Exchange (Staff Research)

- Provide admin and support to staff research activities.
- Support Dean on school research development.
- Liaise with Research Office and academic staff in preparing bids and budgets for funded projects.
- Provide updates to college research pipeline on behalf of school.

Curriculum Coordination

- To coordinate a range of validated and extracurricular MA activities including public lecture series, the school lecture series and school MA teaching group on campus and elsewhere
- To liaise with academic staff, various RCA entities, donors, sponsors and foundations, overseeing all aspects of special academic projects
- To oversee special project budgets under the guidance of the School General Manager
- To liaise with project partners and funding bodies

Academic

- Liaise with programmes to arrange entrance and final exams.
- Coordinate info for all programmes to report to ABCD.
- Prepare documents for school validation.
- Liaise with Registry.
- Liaise with Academic Support and Student Welfare on behalf of school.

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.



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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 college systems and software – Financial (Agresso), HR/Payroll (iTrent), CRM system (Raiser's Edge) and student software/database
- Experience of a relationship database, such as Raiser's Edge

Additional information

Salary working five days per week: £31,760 - £36,381 p.a. inclusive of London Allowance.
Normal hours will total 35 per week over five days, 9.30am to 5.30pm with an hour each day for lunch

25 days annual leave plus extended breaks at Christmas and Easter

A contributory defined benefit pension scheme and interest free season ticket loan are available

Location: White City

OCTOBER 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. 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.

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.



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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.