



# Royal College of Art

Postgraduate Art & Design

## ROYAL COLLEGE OF ART

### JOB DESCRIPTION

**Post:** Design Age Institute Design Manager

**Department:** Helen Hamlyn Centre for Design

**Grade:** 7

**Responsible to:** Design Age Institute Director

### Background:

The Royal College of Art, the world's number one university for art and design, provides students with unrivalled opportunities to deliver art and design projects that transform the world.

A small, specialist and research-intensive postgraduate institution based in the heart of London, the RCA is a high performing, radical traditionalist in a fastpaced world.

The RCA's approach is founded on the premise that art, design, creative thinking, science, engineering and technology must all collaborate to solve today's global challenges.

The College employs around 1000 professionals from around the world – professors, researchers, art and design practitioners, advisers and visiting lecturers – to teach and develop students in 30 academic programmes.

RCA students are exposed to new knowledge in a way that encourages them to experiment. Working across scientific and technical canvases and beyond set boundaries, RCA students seek to solve real-world problems.

The RCA runs joint courses with Imperial College London and the Victoria & Albert Museum. InnovationRCA, the College's centre for enterprise, entrepreneurship, incubation and business support, has helped over 50 RCA business ideas become a reality that has led to the creation of over 600 UK jobs.

The RCA GenerationRCA campaign, launched in 2019, propels the College's radical new academic vision by focusing on three key pillars: 'Place, Projects and People'. This programme sees the RCA transform its campuses and the ways in which the College teaches, researches and creates. It includes the construction of the Herzog & de Meuron design flagship building in Battersea and introduction of future programmes centres on

nano and soft robotics, computer science and machine learning, materials science and the circular economy.

Alumni include Sir David Adjaye OBE, Christopher Bailey MBE, Sir James Dyson CBE, David Hockney OM CH RA, Tracey Emin CBE, Thomas Heatherwick CBE, Lubaina Himid CBE, Dame Zandra Rhodes DBE, Sir Ridley Scott and Clare Waight Keller.

### **The Helen Hamlyn Centre for Design**

The Helen Hamlyn Centre for Design (HHCD) provides a dedicated focus for people-centred and inclusive design and innovation at the RCA. Established in January 1999 and building on its predecessor DesignAge programme initiated in 1991, the HHCD has built a large programme of research, knowledge transfer and international outreach to academic, voluntary sector and business communities. As the HHCD has developed in size and reputation, two Research Groups and two Impact Areas have been created to rationalise the operational and intellectual structure. The Research Groups are: Age & Diversity and Healthcare. The Impact Areas are Inclusive Design for Social Impact and Inclusive Design for Business Impact.

### **Design Age Institute**

The Royal College of Art has set up a new design institute in 2020 dedicated to supporting the UK Government's Grand Challenge on Ageing. The new centre, the Design Age Institute (DAI), will provide a range of strategic design services to business and industry as part of the Government's industrial strategy, which aims to position the UK as a major exporter of new products and services for the global longevity economy. This initiative builds on nearly 30 years of research and practice in inclusive design undertaken by the Helen Hamlyn Centre for Design (HHCD). The new Institute will be based in and overseen by HHCD and will move with HHCD to the RCA's new Battersea campus when it opens in 2021.

HHCD will work with a range of national strategic partners, including The Oxford Institute of Population Ageing at Oxford University, the National Innovation Centre for Ageing at Newcastle University, the International Longevity Centre UK and the Design Museum in London, to build a national design-for-ageing network, activate a series of demonstrator projects and communicate findings and insights through public engagement. This three-year programme will directly address the challenges of an ageing society, one of the most pressing issues for the UK's Industrial Strategy.

The Design Age Institute team will be led from RCA and based across the RCA, Oxford University, Newcastle University and the Design Museum. The Design Age Institute team will be comprised of:

- Institute Director, who will provide leadership and vision for the Institute, ensuring execution of the project funding, delivery of the agreed programme and plans to create a self-sustaining centre once funding period is over. (RCA).
- Three Research Fellow posts, researching policy, priorities, technologies and design expertise in relation to ageing in the UK (two at RCA, one at the University of Oxford)
- Two Design Managers, one senior and one junior writing translational design briefs, commissioning design teams and managing projects around the UK to delivery (RCA).

- Community Lead, to found, build and manage a community of healthy ageing advocates.
- Impact Manager, supporting partnership development and management and engagement activity delivery, including user and public engagement of the Design Age Institute (RCA).
- Two Designers in Residence, to demonstrate the design process and share innovative design ideas at the National Innovation Centre for Ageing (Newcastle University).
- Administration Support team: providing expert grant delivery advice and support, developing the project management structure, ensuring compliance with the terms and conditions, supporting project logistics (RCA).

### **Purpose of the Post:**

Working as a key member of the new Design Age Institute team, the Design Manager will be an enthusiastic design professional with experience in public and/or private sector organisations and contributing to design projects/teams throughout a project lifecycle. The postholder will be passionate about changing the world through design, improving and enhancing people's lives for the better.

This role will be a great opportunity for a Design Manager to use their skills and expertise to help the Design Age Institute embark on its mission; to become the National Centre of Excellence for Design and Ageing. We want to reduce health and social care costs, welfare and extend working life for an ageing population through the power of design.

Working closely with, and providing support to, the Senior Design Manager and the Design Age Institute Director, the postholder will be required to contribute to improving products and services. This will require contributing to bids and pitches created by the Senior Design Manager, creative input for inspirational design briefs, coordinating teams of designers, both internal and external, project management and evaluation. Overall, this is an exciting opportunity to play a key role in a design initiative of national importance, supporting a key theme of the UK's Industrial Strategy.

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

#### **Management, planning, and development**

##### **Scoping and planning**

- Work closely with the Senior Design Manager and Design Age Institute Director to help plan the overall three-year programme, with detailed activity per year and evaluation metrics.
- Contribute with relevant insights, building on research into ageing and the global longevity economy, to map the landscape and work with the institute team to assist in identifying potential opportunities and organisations to work with.
- Support the facilitation of workshops/working sessions with national strategic partners and institute team to frame challenges for potential briefs for the demonstrator projects.
- Design commission procedures for the Design Age Institute, aligning with Design Age Institute challenge areas and developed frameworks, working in conjunction with the Institute Manager to ensure compliance with award requirements.
- Prepare project commission briefs based on insights generated by the institute team.

- With the leadership team of the Institute, take part in the process of recruiting client organisations to work with. Ensuring an overall balanced portfolio of product and service demonstrator projects is commissioned to achieve the project outcomes.

### **Management and development**

- In conjunction with the Senior Design Manager, develop and manage design processes for the implementation and progress monitoring of all the Design Age Institute commissioned design projects. Work closely with the Institute Manager to ensure all progress monitoring meets the requirements of the award.
- Work closely with the Senior Design Manager and Design Age Institute Director to align design management processes and procedures and ensure smooth and effective information flow and sharing best practice.
- Design effective coordination of projects, finding positive solutions and contingencies, and exploring ways to optimise resources setting a precedent for future design projects.
- Generate content for internal and external reports about the design commission process and project progress.
- Participate in project and Institute team meetings and activities, events and workshops where appropriate, contributing ideas for development, delivery and promotion of projects.
- Assist with facilitating workshops and working meetings with national strategic partners, Helen Hamlyn Centre for Design and Institute team.
- Monitor project evaluation and risks with the Senior Design Manager and Institute Director to ensure outcomes are being met and risks managed.

### **HR, Staff and student support**

- Assist with overseeing and mentoring staff including designers engaged in projects, ensuring they are equipped to contribute effectively to the project and deliver agreed outputs within agreed timescales, and are undertaking work at an appropriate level.

### **External Relations / Marketing, communications & events**

- In conjunction with the Marketing and Communications team and the Impact Manager and the Senior Design Manager, contribute to marketing and communications plans for the Design Age Institute, ensuring a regular, consistent flow of information.
- Be an advocate for the Design Age Institute at events and contribute to project updates on social media.
- Engage with users, advocates and public in conjunction with Community Lead, Impact Manager and Institute Manager.

## **Person Specification:**

### **Essential:**

- An honours degree (or equivalent) or have equivalent experience in a relevant subject area with evidence of strong intellectual and analytical skills.
- Experience working at a relevant level in a design/business management capacity.
- Demonstrable technical knowledge of the design process.
- Ability to talk fluently about design impact and effectiveness, regardless of discipline.
- Experience of commissioning design briefs and leading design teams.
- Knowledge of user centred design.
- Experience of working across different design disciplines and a knowledge of broad design trends in a variety of industries.
- Knowledge of the design industry, design practitioners, and how to recruit the most appropriate designers for any given project.
- Experience working with research funded projects (or similar), including understanding award requirements and ensuring compliance with funding terms and conditions through commissioned design work.
- Proven interpersonal and communication skills with a high degree of tact and diplomacy, able to deal with internal and external contacts, as well as senior academic staff, appropriately.
- High level of digital literacy and IT skills including productivity suites (Microsoft Office, Google for work), Web/Internet use and project management systems.
- Detailed understanding of standards around managing, protecting and re- using information, including information security best practice and data protection principles.
- Ability to be creative and innovative, using initiative and work as part of a team.
- Ability to deal positively and constructively with change and to juggle conflicting priorities.
- Demonstrable commitment to diversity and equality of opportunity with the ability to work harmoniously with colleagues and students of all cultures and backgrounds.

### **Desirable criteria:**

- Experience of leading design teams within health and/or social care settings and in supporting Government strategies.
- Line management experience, and experience of influencing and collaborating constructively with colleagues at all levels.
- Experience of university systems and structures.
- Experience with marketing planning for print, website, social media and internal systems.
- An interest in and enthusiasm for contemporary art, design and culture.
- Innovative and flexible approach to work.

### **Additional Information:**

- Location: Battersea, with travel to Kensington and White City
- Fixed term contract until 30 April 2023
- Salary: £37,388 - £40,601 per annum inclusive of London Allowance

- Normal hours will total 35 per week, Monday to Friday, 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.
- The College has a policy which prohibits smoking in all areas of the College.

## **NOVEMBER 2020**

## **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.

### **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.