



Royal College of Art
Postgraduate Art & Design

Job Description

Post: Executive Education Administrator (0.8FTE)
Department: Research & Innovation
Grade: 6
FTE: 0.8
Term: Fixed-term until the beginning of March 2021
Responsible to: Head of Executive Education

The Royal College of Art

The Royal College of Art is an internationally renowned postgraduate art and design institution.

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 2,400 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, 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 500 permanent academic, technical and administrative staff, with more than 1,000 visiting lecturers and professors, 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



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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.

Executive Education:

Building on a successful track record, the RCA seeks to enhance and achieve significant growth in its Executive Education offer. The College has expanded Executive Education over the last number of years and now offers a portfolio which includes executive masterclasses, tailored training programmes for high-profile corporate clients, and short courses, covering topics ranging from Fine Art and Curating to Design Thinking & Innovation and Creative Leadership.

The post-holder will be located within the Research and Knowledge Exchange team, which provides central infrastructure and expertise across three strategically important functions: research; knowledge exchange; and research programmes.

Purpose of the post:

Deliver a customer focused, efficient and effective administrative and financial support to the full range of executive education activities. This role requires a high level of event management, financial administration and organisational skills and the ability to prioritise a complex workload and take the initiative as well as work within a team.

Whilst the role will be managed by, and work directly to, the Head of Executive Education emphasis is placed on teamwork and it is expected that the role will assist colleagues across the directorate according to the demands of fluctuating workloads.

Main Duties and Responsibilities:

- Act as first point of contact for Executive Education including monitoring mailboxes and responding to queries for external participants, partners and internal staff and academics.
- Manage the end to end open course booking process in liaison with School administrative staff, including producing reports on booking numbers and income as required.
- Draft and distribute acceptance letters and visa invitation letters for international participants.
- Track online course payments, sending payment receipts on request, in liaison with the Executive Education Coordinator and the Finance department.
- Coordinate pre-course questionnaire onboarding and post course feedback, using google forms and printed sheets; collating and analysing information provided; as well as collating customer testimonials.
- As initial point of contact for online course enquiries, recognise and distribute opportunities for open and custom courses.
- Support the Executive Education Coordinator in the planning and operation of the RCA's annual Executive Education schedule of short and custom



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courses, developing good relationships with internal and academic staff as well as professional service teams.

- Provide event administration support including:
 - meeting and registering event and workshop participants
 - booking rooms and catering, using the College systems and processes
 - ensuring IT requirements and security arrangements are in place
 - procuring workshop materials as required
 - Issuing joining instructions
- Coordinate occasional talks and external guests.
- Coordinate content development for the Executive Education section of the RCA website and Intranet, maintaining content accuracy.
- Develop marketing material, including drafting copy, newsletters, reports and presentations as directed by Head of Executive Education.
- Oversee the maintenance and updating of mailing lists, databases of Executive Education projects, contacts and prospects.
- Monitor and produce reports on success of campaigns and potential hot targets, including market segmentation and google analytics.
- Develop Executive Education's social media presence, increasing following and extending reach, to build awareness and profile.
- Collate media or other coverage for case studies and reporting, sharing social media.
- Create and maintain an Executive Education image library.
- Maintain an annual calendar of relevant RCA and external events for potential business development.
- Administer the engagement and payment of visiting lecturers and casual workers.
- Develop and maintain effective working relationships with administrative and academic staff across Schools, Centres and Professional Services.
- In liaison with Research and Knowledge Exchange Administrator manage the workflow of approval and signature of all Executive Education contracts, maintaining accurate records and schedules.
- Oversee travel arrangements and booking for all Executive Education activities.
- Work collaboratively with Research & Innovation Administrators to ensure all aspects of the directorate administration is delivered to a high standard.
- Clerking and minute taking at meetings as required.
- 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 ILTS where appropriate.
- Room booking through the RCA's timetabling system (CELCAT).
- Contribute as required by Research Information Manager to the collation of data for external and internal reports.
- Develop and maintain effective working relationships with administrative and academic staff across Schools and Professional Services.
- Financial administration including ordering stationery, supplies and equipment and processing orders.
- Proactively seek and suggest more effective administrative and communication systems.
- Raise purchase orders and invoices and manage Executive Education financial activities using Agresso.



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- Demonstrate a professional and proactive approach to work at all times, and be prepared to suggest improvement to ensure efficient, accuracy and high quality administration is maintained.
- Provide support and cover for other Administrators in the team as required.
- Assume any other administrative tasks and responsibilities as requested by the Head of Executive Education or General Manager, Research & Innovation.

Person Specification:

Essential characteristics of the postholder:

- Educated to degree level or equivalent professional experience.
- Proven administrative experience of working in a busy customer focused environment with the ability to deal with varied workload in an intensive, changing environment.
- Ability to communicate confidently face-to-face with a broad range of internal and external stakeholders, including international clients, senior executives, academics and students.
- Experience of supporting the planning and delivery of events.
- Experience of operating within an online learning environment, with a high level of digital literacy and IT skills including: productivity suites (Microsoft Office, Google for work), web/internet use, CRM systems, financial management systems, and virtual event and video conferencing platforms.
- Excellent organisational skills
- High level of accuracy and attention to detail
- Experience of maintaining databases.
- Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards.
- Naturally collaborative.
- Good understanding of standards around managing, protecting and re-using information.
- Ability to solve problems creatively, multitask and work effectively as part of a team.

Desirable characteristics of the postholder:

- Sales focused with relevant commercial experience, preferably in an educational context
- Understanding of evaluation procedures, including gathering and responding to feedback.
- Experience of email marketing, social media management, developing copy for on and off line publications and of maintaining web pages.
- Understanding of event Health and Safety guidelines and policy.
- Experience of developing copy for on and off line publications and of maintaining web pages.
- An interest and enthusiasm for contemporary art, design and culture.
- Experience of college systems and software – Financial (Agresso), HR/Payroll (iTrent), time-tabling software (CELCAT), relationship database (Raiser's Edge).

Additional Information

- Location: Kensington.



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- Salary working 4 days per week: £25,408 to £29,105 per annum inclusive of London Allowance, pro rata of £31,760 to £36,381 per annum.
- Term: This post is fixed-term to cover a period of maternity leave within the Executive Education team. In the event that the postholder on maternity leave returns earlier than planned, the duration of the contract will be adjusted accordingly.
- Normal hours will total 28 hours per week over 4 days, 9.30am to 5.30pm with an hour each day for lunch.
- 20 days annual leave, plus extended breaks at Christmas and Easter.
- A contributory defined benefit pension scheme and interest free season ticket loan are available.

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.

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.