



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Post:	General Manager, RKE (Job Share)
Grade:	8
FTE:	0.4, six months FTC contract with the potential to go permanent
Responsible to:	Director of Research & Innovation
Responsible for:	Research & Knowledge Exchange Administrative team (currently 7 staff)
Location:	Battersea

The Royal College of Art

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 fast paced 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



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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.

Research and Knowledge Exchange Office

The RCA's Research and Knowledge Exchange (RKE) Office provides central infrastructure, expertise and support across the strategically important areas of research, knowledge exchange, executive education and research degrees. The Research and Knowledge Exchange office at the RCA is led by the Director of Research and Innovation, who is also responsible for the RCA's Research Centres and InnovationRCA and is a member of the College's Senior Management Team.

The RKE Administrative team provides key administrative support across the diverse areas of research development, research information and governance, knowledge exchange, executive education, and postgraduate research students, with responsibility also for the College's Critical and Historical Studies programme and the RCA Masters of Research (MRes).

Purpose of the post:

Working as a job share, two RKE General Managers' support the Director of Research & Innovation in implementing and developing the RCA's Research, Knowledge Exchange & Innovation strategy, leading on business and operational planning and management for the Research & Innovation directorate as a whole, ensuring effective management of directorate's resources and the smooth operation of all RKE activities. This is a key role in the RKE Office, responsible for operational and budget management and resource planning for all aspects of the RKE Office's work. Ensuring effective liaison between the RKE Office, the RCA's research and innovation centres, the four academic Schools, and the RCA's professional service teams, this role also acts as a focal point for liaison with central functions to disseminate information and manage business effectively across the directorate, and line manages the RKE administration team.

You will be focusing on the operational management of the RKE Office's student-facing programmes, and will line-manage of the student-facing programme administrative staff. Leading on the operational and administrative management of MPhil and PhD processes, UKRI-funded doctoral studentships, and the CHS, MRes and Doctoral Training programmes, you will be responsible for effective liaison between the RKE Office, the academic Schools, and the RCA's professional services teams. Although your core responsibilities focus on the RKE student-facing programmes, you may be called on at times to support other areas of RKE administration and operations, and you will be required to advise and support the administrative staff who are managed by the 0.6FTE General Manager in that person's absence. It will be essential that you establish and maintain open and



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constructive working relations with your job share, who's responsibilities focus on Research and Knowledge Exchange operations. .

Main Duties and Responsibilities

Programme Management (CHS, MRes and Doctoral Training)

- Plan, oversee and implement administrative systems and processes for the management of CHS, the Doctoral Training Programme and MRes, including space and resource planning, timetabling, arrangements for visiting lecturers (VLs), managing the programme budgets for VLs and non-staff costs; and communicating with students.

Manage the internal process for the contracting and payment of casual workers and visiting lecturers in relevant areas

- Maintain productive and effective working relationships with relevant academic, administrative and professional service staff across the College.
- In liaison with Academic Development Office and the Head of Research Programmes, manage the process for the preparing the directorate's annual programme reviews and the programme handbooks
- Develop and implement a clear annual operational plan for each programme across the student lifecycle.
- Oversee processes for student record-keeping, monitoring and reporting, and assessment in accordance with regulations and reporting to Academic Board for Concessions and Discipline (ABCD).
- Work with the Head of Research Programmes to develop and implement a research training programme for all stages of doctoral study
- Work with the senior RKEI team on the development of new programmes and revised and new curriculum offers.

Human Resources and Staff Management

- Line manage relevant RKE administrative staff, allocating work appropriately as well as providing process guidance, clear timelines for recurrent activities, and support for individual and team objectives
- Set objectives for staff you line manage, taking into account the Research & Innovation strategic objectives, and carry out annual appraisals, reviewing and supporting performance, training and development needs
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- Work with the Director and senior colleagues to ensure the consistent application of HR policies across the Directorate
- Oversee relevant internal RKE recruitment and induction processes, working in conjunction with your job-share; liaising with staff to develop business cases and appropriate approval for posts, and providing tailored inductions for new staff
- Manage any necessary recruitment, performance management and restructuring in consultation with the job-share General Manager, the Director of Research & Innovation and the relevant HR Business Partner.

Finance Management



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- Lead on the annual budgeting cycle for the relevant areas, and prepare budget submissions in consultation with the Director of Research and Innovation and your job share
- Manage all relevant internal RKE office financial procedures in line with the RCA's financial regulations, ensuring all College policies are fully embedded and adhered to
- Set budgets for your relevant areas in line with RKEI objectives, monitor in-year expenditure, and communicate positions to the Director of Research and Innovation and other senior colleagues, ensuring annual financial targets are achieved.
- Work closely with the directorate's Finance Business Partner, carrying out regular budget reviews and addressing issues.
- Act as a delegated budget holder/approver for designated RKE office budgets, monitoring spend regularly
- Provide ad hoc financial modelling and scenario planning for Director of Research and Innovation to support forward planning where requested
- Oversee RKE financial processing of purchasing, invoicing, expense claims etc
- Oversee all processes relating to the engagement and payment of Visiting Lecturers, Casual Workers and other staff
- Review and control staff costs, working in collaboration with finance and human resources regarding any changes.

Communications

- Maintain productive and effective working relationships with the academic professional service and administrative staff involved in delivering relevant work in relation to the CHS, MRes and doctoral training programmes and the management of research student processes and studentship payments.
- Oversee, coordinate new and maintain existing content for the relevant sections of the Research & Innovation pages of the RCA website and intranet, ensuring content remains accurate and up-to-date, and provide relevant, accurate and up-to-date information for relevant internal newsletters as required.

Strategic Development and Planning

- Support the Director of Research & Innovation in the development and implementation of the RKEI strategic plan and operational plan in relation to your area of responsibility.
- Work as an effective member of the Research and Innovation senior team and as an effective member of RCA committees and working groups, representing the Directorate across the College
- Build collaborative and constructive relationships with key colleagues across the RCA, particularly with the School General Managers,
- Act as the key operational liaison between the RKE Office and the RCA's academic Schools and Research Centres to ensure a consistent and coherent approach to research student and other relevant student-facing processes, including attending meetings as required,



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- Prepare reports and collate data on behalf of the Director of Research & Innovation for presentation at various College committees, including at meetings of the RCA Senior Management Team, Senate and Council
- Manage and contribute to ad-hoc projects as directed by the Director of Research and Innovation which may arise with respect to the strategic and/or operational needs of the Research & Innovation Directorate or the College more broadly
- Provide relevant data, information and advice to the Director of Research & Innovation and other senior Research & Innovation staff to aid timely decision-making and planning across the Directorate
- Be proactive in ensuring the Director of Research & Innovation is kept well informed about areas of operational responsibility, providing specialist advice to aid decision-making and recommendations on actions where necessary.

RKE Operational and Resource Management

- Work with your job share to manage and ensure the provision of excellent standards of administrative support across the RKE Office, applying appropriate expertise and judgement in that delivery.
- Work with your job share to take responsibility for the internal operational management of all areas of RKE office's remit, planning and implementing systems to ensure high standards of service and compliance with RCA policies and procedures
- Work with colleagues across Research & Innovation to ensure consistent administrative support across the RKE office, Research Centres and Innovation RCA to ensure standard operating processes and procedures are in place and are complied with.
- Ensure continuous improvement in the administrative systems and procedures, making best use of available RCA digital systems.

PGR and Studentships Management

- Plan and oversee the administration of RCA's externally funded research Studentships in conjunction with the Head of Research Programmes
- Ensure accurate records are kept for all aspects of RCA's externally funded research Studentships, maintaining a clear oversight of claims and the distribution of funds.
- Oversee the production, monitoring and checking of key data and financial and student records to ensure the effective and accurate payment, management and reporting of funded research studentships
- Plan and oversee the administration of central aspects of research student administration, including student review and assessment processes, working in collaboration with Schools and the Academic Development Office and in accordance with College-wide processes.

Person Specification

Essential characteristics of the postholder:

- Educated to degree level, or have equivalent qualifications or relevant professional experience



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- Proven track record in administration and management within a HEI or similar environment
- Record of successful line management and development of staff with proven team leadership and motivational skills
- Demonstrable experience of developing and managing financial and other resources including preparing, managing and monitoring budgets, as well as financial reporting and analysis to inform financial and strategic decision-making
- Proven success in operational planning and in the development and effective implementation of strategic aims and objectives
- High level of digital literacy and IT skills including productivity suites (Microsoft Office, Google for work) , Web/Internet use and financial management systems.
- Strong analytical skills, and able to resolve problems
- Proven interpersonal and communication skills, able to persuade, influence and delegate as necessary, and to deal with internal and external contacts, and students as well as senior academic and professional services staff, appropriately
- Experience of influencing and collaborating constructively with colleagues at all levels
- Ability to demonstrate effective negotiation skills to work with and through others
- Excellent organisational skills and attention to detail, with an ability to plan and manage a demanding workload to meet tight deadlines
- Ability to work to own initiative and without close supervision
- Able to deal positively and constructively with change and to juggle conflicting priorities
- Ability to plan, organise and implement often complex multi-functional administrative activities
- Ability to exercise sound judgement and respond constructively to challenging situations

Desirable characteristics of the postholder:

- Understanding of the UK's HE policies, processes and regulatory framework (e.g. UKRI funding, REF, KEF and TEF)
- Experience of change management
- Experience of working with or as part of a senior team and advising senior colleagues.
- An interest in and enthusiasm for contemporary art, design and culture
- Innovative and flexible approach to work.
- Experience of university systems and software, including Financial (Agresso), HR/Payroll (iTrent), and student database systems



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Additional Information:

- Salary working 35 hours per week: £42,323 - £46,018 per annum inclusive of London Allowance
- Normal hours are 14 hours per week from Monday to Friday, between 9:30-17:30.
- 10 days annual leave plus extended College breaks at Christmas and Easter
- A contributory defined benefit pension scheme and interest free season ticket loan are available.
- Fixed term contract – six months FTC contract with the potential to go permanent.

December 2021



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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



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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.