



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Post:	Head of HR Operations
Department:	Human Resources
Direct reports:	HR Operations Coordinator (and wider team of 3) & Data Analyst
Reports to:	Deputy Director of Human Resources
Grade:	10
Location:	Kensington

Background

The Royal College of Art is the UK's only entirely postgraduate institution of art and design, dedicated to teaching, research and knowledge exchange with industry. The RCA has been ranked the number one university-level institution for art & design, internationally, for the eighth consecutive year according to the QS World University Rankings by Subject, 2021.

The College currently has some 2,700 students registered for Graduate Diploma, MA, MRes, MPhil and PhD degrees, and this is set to rise to 3,000 in coming years. The majority of postgraduate teaching and research supervision is delivered by the RCA's four Schools: Architecture, Arts & Humanities; Communication; Design, with each School led by a Dean of international standing and a recognised leader in their field.

In addition, the RCA has a number of established and planned research centres: the Helen Hamlyn Centre for Design; the Material Science Research Centre (which includes the Burberry Materials Futures Research Group); the Intelligent Mobility Design Centre, the HELIX Centre, and future centres in Computer Science and in Drawing. The RCA is also home to one of the UK's most successful university incubators, InnovationRCA.

Our People

The RCA's Royal Visitor (Patron) is HRH Prince of Wales; its Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette. The RCA's Vice-Chancellor - the CEO of the institution - is Dr Paul Thompson. The RCA has more than 450 permanent staff, including internationally renowned artists, designers, architects, theorists and curators. These staff, together with an innovative pedagogy, world-class technical facilities and research centres, all contribute to an exceptional environment and a remarkable record of graduate employment. Generations of eminent graduates have created far-reaching impact and influence, such as Barbara Hepworth, Bridget Riley, David Hockney, Sir Ridley Scott, Sir James Dyson OM, Asif Kapadia, Thomas Heatherwick, Chris Ofili, Tracey Emin, Jake & Dinos Chapman, Christopher Bailey, Idris Khan, Chantal Joffe, Sir David Adjaye, Erdem, Monster Chetwynd, Oscar Murillo and Lina Lapelyte.



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Strategic Plan 2022–2027

The RCA is currently crafting a new strategic plan, involving all staff in a process that will conclude in March 2022, with the publication of a new Strategic Vision and Plan for the next five years and the appointment of our new Chair of Council, Sir Peter Bazalgette.

This plan will embrace the roll out of a new model of delivery for our taught postgraduate programmes; it will underscore our commitment to being the world's most research-intensive art & design university; and it will commit to a number of Equity and Diversity goals which will lead towards the RCA becoming an anti-racist institution.

HR Operations:

The HR Operations team has responsibility for providing a high-quality operational service to administer the employee lifecycle and provide first-class customer service across the College. The function includes the management and administration of employment contracts, payroll, probation, appraisal, sickness absence, pension and statutory returns. The team owns the operational delivery and development of the HR/Payroll System (iTrent) to ensure accurate employment records, establishment control and the reporting of people analytics. The team also manages the engagement and payment of Visiting Lecturers and Casual Workers.

Purpose of the Post:

- Manage the delivery of Human Resources operational services, ensuring efficient, effective and high quality transactional services are delivered across the whole employee lifecycle.

Main Duties and Responsibilities:

- Contribute to the effective management of the HR department, inputting into the development of HR strategy and operational plans and ensuring effective budget management and monitoring.
- Lead and manage the day to day work of the HR Operations Team to ensure a timely and accurate service is provided to all our customers, creating a culture of continuous improvement and developing a high performing team that in turn, adds value to the College.
- Ensure an effective HR Operations service is provided to the College to meet legislative, compliance and good practice requirements (including UKVI requirements, Tier 2 to Tier 5).
- Design, improvement, implementation, maintenance and monitoring of HR operational processes to support College and HR policies.
- Ensure timely and accurate payroll processing, in line with pay policy and legislative requirements.
- Lead on the management and administration of the College's pension provision, and support the Head of Reward to administer the reward policies/procedure.
- Ensure effective management and administration of the College's occupational pension scheme (SAUL) ensuring the College fulfils employer responsibilities,



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including the accurate and timely submission of scheme returns and the management of pension auto-enrolment.

- Liaise with SAUL regarding scheme consultations and changes and represent the College at the regular SAUL Employer Working Group meetings.
- Maintain knowledge of changes in human resources management and allied College HR policies and procedures so that MHR/Stonefish/Dashboard can be developed accordingly and practical support given to team colleagues in carrying out their roles.
- Be a key contributor in the implementation of any College-wide Management Information/Business Intelligence systems, to ensure HR Operations are considered and represented.
- Provide users in HR and other departments with help, advice, information and support to enable them to maximise effective use of the system, in liaison with the Digital Delivery team.
- Ensure effective collaboration with the Digital Delivery team and MHR/Stonefish/Dashboard consultants to maintain, modify and monitor the system where necessary to support the work of HR Operations and the wider HR team, e.g. creating workflows, workflow processes, creating/amending lists of values, changing templates
- Manage the Systems Analyst to ensure that they
 - Review at appropriate intervals the data held on iTrent/Stonefish/Dashboard and, in conjunction with the Digital Delivery team, carry out data validation and cleansing exercises.
 - Provide meaningful data analysis and infographics for key external-facing HR reports such as gender pay gap analysis, equal pay audits and the annual summary of equality information.
 - Manage the data collection, validation and submission of the College's HESA staff return.
 - Respond to requests for information from external organisations, such as HESA, HE Sector pay and workforce surveys, and FOI requests.
- Lead/manage project work as appropriate to ensure the delivery of professional human resource services across the College.
- Ensure continuing personal professional development, taking ownership and responsibility for keeping up to date.

It is essential to the development of the human resource function that the role holder is able to respond flexibly and positively to changes in the requirements of the post. This job description is therefore a guide to the type and range of responsibilities the role holder will be expected to undertake and the duties of the post may be altered from time to time to meet changing demands.

Person Specification

Knowledge and Experience

Essential:

- Extensive HR operational experience to facilitate delivery of a high quality, customer focussed operational HR service throughout the full employment life cycle
- Demonstrable experience of proactively leading on identifying, designing, implementing and monitoring new HR processes



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- Strong working knowledge of key employment legislation
- Significant experience of successfully managing a wide range of HR projects through to completion using extensive HR knowledge and experience
- Significant experience of using and developing HR systems
- Project management experience
- Experience of successfully leading and managing a team of staff

Desirable:

- Educated to first degree level in an HR-related subject or equivalent experience
- Membership of CIPD
- Knowledge and experience of HR practice in Higher Education
- Experience of web recruitment systems
- Experience of managing the submission of the HESA return
- Knowledge and experience of managing pension administration and pension auto-enrolment
- Experience of using MHR iTrent and Business Objects to extract and analyse data

Skills and Abilities

Essential:

- Ability to communicate effectively, orally and in writing across the College and externally, with software suppliers and other key business contacts, and with stakeholders and officials in other organisations.
- Ability to work with individuals at all levels, across a complex organisation
- Ability to understand, manipulate, analyse and present data
- Ability to plan and organise own workload effectively, and that of a team, to ensure key deliverables are achieved in an accurate and timely fashion
- Ability to work independently and to also provide key input to a Departmental Management team, providing insight to and representing HR Operations
- Excellent numeracy and analytical skills
- Accuracy and a close attention to detail
- Proactive, customer-focused and solutions-oriented

Additional Information

- Location: Kensington
- Salary working 5 days per week: £55,932 - £62,606 per annum inclusive of London Allowance.
- Normal hours will total 35 hours per week, 9.30am to 5.30pm with an hour each day for lunch.
- 30 days annual leave, plus extended breaks at Christmas and Easter at the discretion of the college.
- A contributory defined benefit pension scheme and interest free season ticket loan are available

MAY 2022



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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 19% of your salary while you pay 6%.

Holiday

30 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.



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Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes