



Royal College of Art

Postgraduate Art & Design

ROYAL COLLEGE OF ART

JOB DESCRIPTION

Post: Research Centres Administrator (IMDC)

Department: Research and Innovation

Responsible to: Research Centres Manger (RKE)

FTE: 0.5 FTE

Term: Initially fixed term for 12 months

Grade: 6

Location: Battersea

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 and design, internationally, for the eighth consecutive year according to the QS World University Rankings by Subject, 2022. 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 3,300 in coming years with the introduction of the new campus at Battersea during 2022. The majority of postgraduate teaching and research supervision is delivered by the RCA's four Schools: Architecture, Arts and 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 and the Textiles Circularity Centre); the Intelligent Mobility Design Centre, Computer Science Research Centre, and a future centre 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 500 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 and Dinos Chapman, Christopher Bailey, Idris Khan, Chantal Joffe, Sir David Adjaye, Erdem, Philip Treacey, Monster Chetwynd, Oscar Murillo and Lina Lapelyte.

Strategic Plan 2022–2027

The RCA has developed a new strategic plan, involving all staff in a process that was concluded 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 to support access and flexibility; it will underscore our commitment to being the world's most research-intensive art and 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.

In line with an ambitious strategy for growth and significant expansion at the College's campus at Battersea, the RCA has reviewed its provision of technical services college-wide. Following this review and an initial technical services development plan, we seek to appoint a Head of Technical Services, to be responsible for all technical facilities and staff across the College. These include a range of general workshops, together with specialist facilities, for example in robotics, additive manufacturing, moving image, mechatronics; along with industry-facing knowledge exchange labs in visualisation and material futures to contribute towards revenue diversification and engagement with industry and commerce.

The aim is to achieve a more strategic approach to investment in, and development of, the technical facilities, equipment and staff of the College, improved utilisation and life-cycle planning and investment in technical equipment, and enhanced alignment with the academic timetable of student facing technologies and facilities. This change of approach will be implemented during an exciting and challenging period for the College, with the planned expansion of student numbers, the introduction of new areas of specialist study and practice, and the expansion of the College's activities on our largest and newest campus in Battersea.

Research Centres

The Intelligent Mobility Design Centre (IMDC) leads research at the intersection of people, mobility and technology within a complex and changing urban and global environment. The IMDC is an interdisciplinary centre exploring, experimenting, prototyping and evaluating new mobility and automotive transitions via the synthesis of design and research methods. It integrates design and technology with insights into people and the social, environmental and economic context to enable a 360 view on the design of future mobility. The IMDC has a dedicated Studio space and visualisation lab to (co)develop, build and evaluate (full scale) vehicles and mobility services using a range of methods and tools including physical mock-ups, experiential prototypes, high fidelity visualisations and Extended Reality (XR) technologies.

The RCA has expanded its Research and Innovation activities, as set out in its Strategic Plan 2016-21, and launched three new Centres by 2019. The RCA's flagship Intelligent Mobility Design Centre (IMDC) was established in 2016 with funding from Hyundai-Kia.

The Material Science Research Centre (MSRC) recently led a consortium that was awarded a grant of £5.4m by UKRI to establish the Textiles Circularity Centre. The interdisciplinary and industry-facing, and in design-led Computer Science Research Centre (CSRC) was established in 2019. The Helen Hamlyn Centre for Design (HHCD), now in its 30th year, provides a dedicated focus for people-centred and inclusive design and innovation at the RCA. The Research Centres are supported by knowledge exchange labs in visualisation, manufacturing futures and robotics.

Purpose of the post:

The post will support the delivery, coordination, organisation and administration of the RCA's Intelligent Mobility Design Centre (IMDC). They will support the day-to-day running of the Centre providing a broad range of high administrative support to IMDC staff, and tailored assistance to senior staff, on research activities and development. They will lead on the effective organisation and delivery of key IMDC events and be responsible for mini marketing campaigns, the delivery of professional posts to the IMDC social media platforms and creating website content that meets the needs of users. They will manage the Centre's financial payments in a timely manner, ensuring monthly and yearly milestones and/or deadlines are met. They will implement and improve administrative processes, including the creation of templates and guidance notes, to make the workflow more efficient.

Main Duties and Responsibilities

Administration, planning and development

- Act as first point of contact for queries to the IMDC, including being responsible for administering the IMDC inbox.
- Provide comprehensive administrative support for IMDC staff for all processes relating to preparing, submitting and managing research, Knowledge Exchange and Executive Education bids, budgets and projects.
- Implement, manage and improve administrative processes related to the IMDC, including the creation of templates and guidance notes, to make the workflow more efficient.
- Assist academic staff with the preparation of project documentation such as reports and presentations (both paper and digital) for research funders, industry partners, donors and others.
- Assist academic staff with the preparation of research proposals, including completing information in application forms, gathering financial information, working in conjunction with the Research & Knowledge Exchange (RKE) Office team as appropriate.
- Providing project support to senior staff as required, including arranging meetings and acting as the point of contact between research centre academic, support staff, research students, industry partners, academic partners, funding bodies, philanthropic donors and other third parties.

- Support senior staff by providing updates on the Centre's activities for reporting to College Committees and Council, including as requested by the IMCD Directors and the Director of Research & Innovation.
- Act as secretary and minute taker at Centre meetings as requested.
- Assume any other administrative tasks and responsibilities as requested by the line manager.

Marketing, communications & events

- Lead on the effective planning, organisation and delivery of the key IMDC events including the IMDC symposium, monthly journal club, project workshops, London Design Festival, open days, visits, meetings, lectures and other events, liaising with other College teams (e.g. Building & Estates, IT, etc.) as required, in consultation with the centre director(s), including arrangements for travel, space use, catering and preparing presentations and external materials.
- Lead on the effective delivery of regular, timely and professional posts of Centre events, news and activities to both internal and external audiences across all platforms including social media, the eBulletin, RCA Intranet, website and microsites.
- In collaboration with the Research Centre Manager, Research Centres Content Office and Research Centre Administrative Assistant improve the quality and range of IMDC marketing and communication to both internal and external audiences.
- Support the Research Centres Content Officer and Research Centre Manager on key marketing campaigns, press releases, evergreen posts and the setting up and maintenance of an image and project repository.
- Be responsible for meeting room configuration and set-up, including ensuring AV equipment is working, setting up video/Skype calls, proactively liaising with ITS where appropriate, and ordering catering where appropriate.
- Maintain information and digital filing systems that meet the operational needs of the IMDC.

Finance and record-keeping

- Be responsible for financial administration, including the setting up of suppliers, raising purchase and sales orders, managing financial activities using Unit4 and ordering stationery, supplies and equipment.
- Coordinate updates to the IMDC project tracker, activity tracker and PURE (the RCA's Research Information System as required).
- Keep an accurate record of all Centre income and expenditure and complete monthly financial housekeeping during the first week of each month and year end accruals.
- Liaise with the RKE Office, Schools and Registry staff on all processes relating to the recruitment, support, supervision and funding of research students in the Centre.
- Help ensure all casual workers are set up on Dashboard, timesheet deadlines are communicated in advance and timesheet submissions are accurately recorded.

- Support the workflow for the approval and signature of IMDC contracts with the Vice Chancellor's office, in consultation with the Research Centre Manager and RKE Office where appropriate.
- Regularly review information created and managed by the Centre to ensure adherence to standards for managing, protecting, sharing and reusing data, in line with College policies and best practice in information security and data protection.
- Maintain accurate and up-to-date records and schedules relating to RCA Research Centres partnerships, agreements and contract

Teamwork and Motivation

- Develop and maintain effective working relationships with administrative and academic staff across RCA's Schools, Centres and Professional Services.
- Maintain a collaborative working relationship with the Research Centres Admin team and RKE Office team, sharing information as required and keeping up to date with all relevant policies, processes and deadlines.
- Demonstrate a professional, collaborative and proactive approach to work at all times, and be prepared to suggest improvements where appropriate to ensure efficient, accurate and high-quality administrative support is maintained.
- Work collaboratively with Research Centre Administrators to ensure all aspects of the Centre administration is delivered to a high standard

Person Specification:

Essential characteristics of the post-holder:

- Educated to degree level or equivalent professional experience
- Administrative experience of working in a busy customer-focused environment with the ability to deal with a variety of stakeholders with tact and sensitivity
- Excellent organisational skills and a high level of accuracy and attention to detail
- Ability to manage and prioritise a heavy workload whilst remaining calm and retaining a high quality of work
- Ability to service multiple project teams concurrently with the ability to meet shifting deadlines
- Ability to communicate well and with confidence to a diverse range of people both verbally and in writing including external business partners.
- Problem solver who is naturally collaborative with the ability to use initiative, multi-task and work as part of a team
- Proven track record of marketing planning, and production of effective communication and marketing materials, for print, website, social media and internal systems.
- Self-starter with ability to work both in a team and autonomously.
- Proficient in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office or Google for work and the internet.

Experience of college systems, software and platforms – Meetings (Zoom), Financial (Unit4), CMS (Wagtail), Social media (Twitter, Facebook, LinkedIn), HR/Payroll (iTrent), time-tabling software (CELCAT) and student

software/database or of using a Customer Relationship Management (CRM) database, such as MailChimp and Raiser's Edge.

- Good understanding of standards for managing, protecting and re-using information, including information security best practice and data protection principles
- Excellent communication skills with people at all levels of seniority and confident in building relationships with academic and professional staff, research students and with external partners in other universities, businesses, public sector organisations,
- Experience of providing financial support for research projects, including proven ability to monitor a budget and track expenditure
- Experience of coordinating the administration of external events and providing a professional and efficient front of house presence
- Experience of drafting reports for external audiences.
- A genuine interest in the work of the IMDC and RCA Research Centres.

Desirable characteristics of the post-holder:

- Experience of research administration in higher education
- Familiarity with the UK research funding landscape
- Experience of coordinating the processes relating to preparing, submitting and managing research bids
- Minute-taking skills
- Diary management skills, including electronic calendars
- An interest in and enthusiasm for the RCA's and the Research Centres' fields of work
- Experience of maintaining databases, using Microsoft packages

Additional Information:

- Normal hours will total 17.5 hours per week, Monday to Friday between 9.30am to 5.30pm with an hour each day for lunch for full time posts
- The post holder would be required to work on 14 hours in the office on either Tuesday, Wednesday or Thursday - 3.5 hours could be worked from home.
- Salary working 35 hours per week: £32,198 - £36,888 per annum (pro rata) inclusive of London Allowance
- 25 days annual leave plus extended breaks at Christmas and Easter (pro rata for fractional posts)
- Contributory final salary pension scheme and interest free season ticket loan

July 2022

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

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.

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.