



# Royal College of Art

Postgraduate Art & Design

## ROYAL COLLEGE OF ART

### JOB DESCRIPTION

|                  |  |
|------------------|--|
| Post:            | Head of Technical Services                                       |
| Department:      | Information, Learning and Technical Services                     |
| Grade:           | SM1  |
| Responsible to:  | CIO and Director of Digital, Information, and Technical Services |
| Responsible for: | Technical Managers   |

### 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 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,



# Royal College of Art

## Postgraduate Art & Design

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.

The Head of Technical Services will work closely with the CTO and Head of Digital Delivery, the Head of Library Services, and the Head of Information Technology, who have primary responsibility for the digital infrastructure of the College and a range of services that support both the academic and administrative life of the College. All of these postholders will report to the CIO and Director of Digital, Information, and Technical Services, who is a member of the Senior Management Team.

#### **Purpose of the post:**

To provide strategic, operational, people and financial management of all the technical support, services and facilities that enable students to produce work in physical or virtual forms as part of their postgraduate studies at the Royal College of Art; supports research centres and schools in enabling staff to produce high quality research; and for the College to undertake a range of knowledge exchange, executive education and short course activity where these involve technical services.



# Royal College of Art

Postgraduate Art & Design

## Key duties and responsibilities:

- To lead, manage and develop Technical Services across the College, including overall responsibility for all technical facilities and staff, aligned to the College's Strategic Plan and Operating Plan.
- To line manage Technical Managers, to ensure services are delivered efficiently and effectively and that they meet the needs of all users (between 4 and 6 direct reports, between 100 and 120 indirect).
- To deploy and manage the technical services budget (c.£5m) allocated for ongoing maintenance and strategic investment across all the technical facilities of the College.
- To lead the development of a Technical Support model to meet the needs of the RCA research activities and outputs across a variety of technical areas, while identifying and delivering efficiencies in terms of technical staffing and management.
- To liaise closely and regularly with the Heads of ILTS, Deans of School and Heads of Programme, and Technical Managers to ensure that ongoing technical provision is meeting the needs of staff and students; and to devise appropriate plans for investment in the maintenance and strategic development of technical support and services. To attend School Academic Management Team Meetings for the purpose of such consultation.
- To manage and coordinate delivery of public outputs/shows with the College Show Committee, Digital, IT, Library, Estates & Campus Operations, Communications and Marketing, and any other relevant departments. Line manage the Project Manager, Show.
- To conduct the annual appraisals of Technical Managers, ensuring that service monitoring is used to review their performance in the previous year; and set objectives for the forthcoming year that reflect the RCA's strategic planning and development, and identify the learning and development needs of Technical Managers.
- To establish a forum or network for communication between all technical staff in order to identify priorities and devise well-informed plans for maintenance and strategic development.
- To design and implement an effective system for enabling appropriate scheduled and open student access to technical support and services across the College, underpinned by a programme of student orientations, inductions, workshops, negotiated technical learning and training in support of students' agreed learning outcomes.
- To ensure cost-effective procurement of major items of equipment and prevent unnecessary duplication in technical provision.



# Royal College of Art

## Postgraduate Art & Design

- To build relationships with external manufacturers and suppliers of technical equipment with a view to securing sponsorship in kind, partnerships, donations of equipment or discounts on equipment.
- To build relationships with external technical service providers with a view to outsourcing some work or advising students on where work can be done outside the College when this is a preferable, cost effective, or only option available.
- In collaboration with the College's HS&E Officer, Technical Managers and Technical Coordinators, to ensure that all technical facilities of the College operate in a responsible manner and comply with policy and regulations on health and safety, occupational health and wellbeing.
- To monitor and regularly review the performance of the technical facilities of the College with regard to all of the above, including analysis of utilisation, equipment life-cycles, technical upgrades, and new technical processes and/or equipment; in order to inform the CIO and, as necessary, senior management, regarding value for money and the development of technical investment plans.
- To maintain the range of specialist expertise that technicians currently provide, the productive relationships between academic and technical staff, and the quality/availability of technical support that currently characterises the student experience.
- Any other tasks as reasonably requested by the CIO and Director of Digital, Information, and Technical Services.

### Person specification:

#### Essential:

- Proven ability to manage a complex range of technical facilities and services ideally within a Higher Education setting.
- Proven ability to manage a complex budget and deploy substantial funds to achieve maintenance and development across a wide range of technical facilities.
- Excellent people-management skills; the ability to gain the confidence of administrative, academic and technical colleagues at all levels of an organisation and to be persuasive and assertive where necessary.
- Proven ability in procurement relevant to the cost-effective maintenance and development of a range of technical facilities and services.
- Excellent planning, organisational and communication skills, with experience of organising and delivering technical induction and training opportunities within or outside HE.
- Experience of building external relations with manufacturers and suppliers of technical equipment and materials.



# Royal College of Art

## Postgraduate Art & Design

- Demonstrate ability to lead, manage and motivate staff and teams within a high-profile organisation, including experience of dealing with recruitment, appraisal and performance matters.
- Excellent interpersonal and influencing skills, able to work effectively as part of a management team and to build professional relationships at all levels of an organisation while managing expectations of a diverse range of stakeholders.
- Customer-focused, with demonstrable experience of supporting a service management culture for the delivery of key services.
- Ability to be objective in the face of competing demands, including excellent analytical and problem-solving skills.
- Ability to deal with difficult situations and confidential matters and to provide effective solutions when necessary.
- Excellent planning, organisation and prioritisation skills; able to manage and deliver successful projects to time and budget.
- A proven commitment to equality, diversity and inclusion, towards both the technical workforce, and the experience of primary users including students, researchers and clients.

### Desirable:

- Educated to degree level or demonstrable equivalent experience.
- Experience of working in Higher Education.
- Experience of new campus and/or premises and facilities developments.
- A good understanding of HE learning and teaching, and research methods and processes, including academic quality agreements.
- Knowledge of both traditional and current processes for producing physical and virtual work in the arts and design.
- Experience of delivering technical services on a small scale, commercial basis.
- Experience of health and safety policies and procedures in a technical services environment.

### Additional Information

- Location: London, based primarily at the RCA's Kensington campus, with attendance and oversight of technical services at the RCA's White City and Battersea campuses. There may be some limited scope for home working by agreement, while recognising



## **Royal College of Art**

### **Postgraduate Art & Design**

that the role is very much 'hands on' and inseparable from the physical location and technical workshops and equipment used by students and researchers on the College's premises.

- Salary: Competitive
- 30 days annual leave plus extended breaks at Christmas and bank holiday closure days at Easter.
- A contributory defined benefit pension scheme and interest free season ticket loan are available.

July 2022



## **Royal College of Art**

Postgraduate Art & Design

### **PAY and 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**

6 weeks (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, at the discretion of the college.

#### **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.



# **Royal College of Art**

Postgraduate Art & Design

## **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.