

Royal College of Art



Students' Union



Support and Engagement Officer Candidate pack

Closing date: 03/10/2025



Welcome to the RCASU

Dear Candidate,

We are so pleased you are interested in joining Royal College of Art Students' Union (RCASU) as our new Support and Engagement Officer.

RCASU is a great place to work. We pride ourselves on having a positive environment where our people are laser-focused on the impact that we have on students, and are driven by our purpose and values.

The Royal College of Art (RCA) is unique in that we only have Postgraduate students, most of whom are here to do a 1 year course, and around 60% of our students are international, so this means we have to engage with our students in a different way to more traditional Higher Education institutions.

This is a truly exciting opportunity to contribute to the next steps of RCASU.

If you're interested in working with a fun, vibrant, dynamic charity, we'd love to hear from you.



Who are we?

About the charity

RCASU exists to improve the overall experience for current and future students at the Royal College of Art. We are a registered charity (a CIO), independent of the Royal College of Art, and we're looking for new Trading Services Manager to lead the operation of RCASU's ArtBar and other Union spaces.

RCASU is the voice of students, working with the College Head of Student Experience as well as the College to make changes in the interests of students. This work includes creating welcoming, engaging spaces for our students to enjoy.



Our vision

We will engage our members in creating an exceptional student experience at the Royal College of Art and help students to achieve their potential.

Our mission

To foster an inclusive, community-led culture that actively listens to and responds to the views of students, and which inspires the creation of opportunities to enrich their college experience.

Our values

- Independence
- Transparency
- Equality
- Inclusivity
- Sustainability



Where we are

The RCA is spread across three campuses:

- Kensington (besides Hyde Park). This is where we are based
- Battersea (besides Battersea Park)
- White City (a short walk from Westfield Shepherd's Bush)



Design: Andrew Sriviov, 2024

The role

Location: Kensington campus, with occasional work at Battersea and White City. Some home working available.

Hours: 40 hours per week

Salary: £28,500 (FTE)

Contract Type: Permanent, full-time

Reporting to: Director

Holiday Entitlement: 20 days per academic year as well as bank holidays and College holiday closure days.

Intro to the Role:

The RCA SU does a little bit of everything, from events, to democracy to administering our cost of living support services. As the support and engagement officer you'll be involved in almost everything we do in one form or another, supporting the team with aspects of most projects and taking the lead on various initiatives including our cost of living support and our student exhibitions. You'll support our trustee board by providing support to meetings and help our officers and commercial team with events and activities. You'll provide comms support, respond to student queries and help make sure we provide the best services we can to students.

You'll have some key skills coming into the role, but you'll also have the chance to develop various skills and work on a range of interesting projects tailored to your interests, whether that's sustainability, EDI or something else. You'll be part of an enthusiastic, engaged and friendly team who have a shared passion for making the student experience at the RCA the best it can be.

The role is responsible for providing excellent student-focused engagement and customer service and is central to the day-to-day operations of the Students' Union and the interactions we have with our stakeholders.

Providing accurate, consistent and innovative administrative support to the SU, it puts students' experience at the forefront. Supporting sabbatical officers in fulfilling their remit and enabling the Union to effectively respond to and deliver the will of its membership as expressed through the policy processes from Board of Trustees, Committees and democratic events.

Key Responsibilities:

Main Duties

- Act as the first point of contact for all enquiries at the Students' Union via email and in person.
- To respond to enquiries using learned knowledge of the SU and its services.
- To assist in the design and administration of the framework for collecting student issues from reps.
- To manage all communications from students and reps.
- To coordinate meetings and prepare meeting minutes (for example from Trustee Board and student assemblies).
- To administer the progress of all Students' Union campaigns, including rep issues.
- To administer all website platform updates, alongside other staff where necessary.
- To support and coordinate weekly events together with the Engagement & Events Officer.
- To undertake any administrative tasks that are deemed relevant to the working of the Students' Union.
- To actively engage with all visitors whilst on duty and to clearly communicate and promote RCASU and its activities.
- To comply with all RCASU's policies and procedures
- To attend training and meetings in order to be familiar with all relevant procedures.
- To assist in the safe evacuation of the premises as directed and within established procedures.

Further Duties

- Where required, create content for website and social media working with events & comms officers.
- Oversee and administrate the Cost of Living funding from Student Support
- Organise and plan staff away days with support from the Director.
- Support officers where appropriate as instructed by the Director
- Co-support on academic shows alongside other staff members through the relevant meetings.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Students' Union. The post holder will be expected to undertake other duties as appropriate and as requested from time to time by management. This role will require a particularly high degree of flexibility to support the changing priorities of the SU, students and college. As such the role holder will need to:

- Work well as part of a wider team and to continue to build on the thriving office atmosphere.
- Promote the purpose and behaviours of RCASU through interactions with internal and external stakeholders, ensuring productive working relationships.

- Adhere to RCASU's Equality and Diversity Policy and demonstrate commitment to its progression.
- Comply at all times with RCASU's policies and organisational values.
- Attend meetings and training events as required.
- Have a flexible approach to duties and work, in particular, adopt a teamwork style across the activities of RCASU.
- Undertake any other duties and responsibilities of the post that may from time to time be reasonably requested after appropriate consultation and joint agreement.



Person specification

		Essential	Desirable	Assessment method: application/ interview/ test
Knowledge and Experience	Experience of providing customer service and/or administrative support	x		A
	Experience of coordinating tasks, meetings, or activities Desirable: Experience with minute taking	x		A
	Experience of working within Higher Education/Student Unions		x	A
	Experience organising and supporting events		x	A
	Expereince responding to customer or service user queries over email and/or social media.		x	A, I
Skills and abilities	Strong organisational skills and an ability to effectively manage workloads	x		A, I

	Clear written and verbal communication skills and confidence dealing with a variety of stakeholders	x		A
	Ability to work flexibly, independently and as part of a team	x		A, I
	Basic skills in design (using canva and other free to use tools) although greater skill levels will be recognised.		x	I
	Confident using email, spreadsheets, and basic IT systems (e.g., Microsoft Office or Google Suite)	x		A
	Producing copy for a range of mediums including social media, website or traditional advertising		x	I
Values and Attributes	A commitment to creating and fostering an inclusive environment	x		I
	A commitment to transparency and honesty throughout work	x		I
	A commitment to excellent customer service	x		I

Join us in creating a welcoming and engaging environment where students can thrive. Apply today and help shape the future of student experience at the RCA!

For more information or if you have any queries please contact us at students.union@rca.ac.uk.

You can apply for this role by emailing the same email address with your CV and a short covering letter explaining how you meet the criteria laid out in the person specification.

We look forward to your application!

