

GOVERNANCE SERVICES ADMINISTRATOR & CLERK TO THE COUNCIL

Grade 7, 0.8FTE - Full time, Permanent

Job reference number: 107-23



Applicant Information Pack

Closing date

9am Monday 3 July 2023

Interview date

Tuesday 18 July 2023

Contents

- Job Description
- Person Specification
- Terms & Conditions
- Staff Benefits
- About Us
- How to Apply

Job Description

Job title	Governance Services Administrator & Clerk to the Council
Grade	7
Hours of work	Part-time (0.8FTE) – Full-time (1.0FTE)
Contract type	Permanent
Responsible to	Executive Assistant to the Director and Directorate Office Manager
Liaises with	<p>Internal</p> <p>The postholder will be required to establish good working relationships across the RCM including the Director, Directorate, Registry, Student Services, Secretariat, Head of Faculties.</p> <p>External</p> <p>The postholder will be required to establish good working relationships with the Chairman and Members of Council and Committees, sponsors and funding bodies.</p>
Job overview	<p>The Governance Services Administrator & Clerk to the Council supports the College's governance, working closely with the Deputy Director and Council members, supports the College's student complaints and disciplinary processes and administers the College's processes for the appointment of personal chairs and readerships.</p> <p>These roles require a high level of good judgement, diplomacy, initiative and skills and experience in the range of areas covered by the role. They require liaison both internally and externally, including working effectively with very senior people from a range of backgrounds. In relation to supporting student complaints and disciplinary processes, the postholder needs to exercise compassion, tact and sensitivity.</p>

Key Responsibilities

These include:

Governance

- To provide professional support to the College's Governance function, as Clerk/Secretary to Council, Finance & General Purposes Committee, Audit Committee, Nominations Committee and any other Council committees.
- To arrange inductions for new members of Council, to include information about their responsibilities, undertake basic due diligence required prior to the appointment of Council and committee members.
- To support a variety of Governance tasks including regular Council effectiveness review exercises, compilation of annual Key Performance Indicators, annual risk management and Value for Money reporting.
- To maintain the Register of Interests of the members of the Council and others from whom the Council requires a statement of interests; to record the attendance of members at meetings; to advise members and committees in advance of the expiry of a member's term of office, so elections or appointments can be organised in a timely manner and to undertake the elections of professorial and administrative staff members.
- To undertake all arrangements for servicing Council and its committees: preparing agendas, drafting committee papers and minutes; distributing agendas and papers and attending committee meetings; organising and attending pre-meeting briefing meetings with relevant committee chairs, the Director and relevant members of Directorate prior to Council and committee meetings.
- To prepare the annual committee schedule of meetings; to produce and circulate rolling agendas; to maintain the committee handbook, which includes terms of reference and membership; to maintain records of Council business and maintain the governance sections of the College website.
- To be responsible for the custody of the College Seal and for its proper use.
- In conjunction with the Deputy Director, to provide advice to the Council on governance, constitutional and procedural matters and best practice. This will sometimes involve dealing with highly sensitive and confidential matters in a professional manner.

As Clerk, the postholder is appointed by and responsible to the Council, technically reporting directly to the Chairman of Council in relation to Council business.

Student Complaints and Disciplinary Process Support

- Under the direction of the Academic Registrar, to administer the investigation stage of formal student complaints and disciplinary processes, and administration of the procedures including arranging meetings, conducting some interviews, taking notes and writing reports; administering and supporting hearing panels; ensuring any recommendations are approved and actioned by the appropriate parties; engaging and liaising with external investigators, for complex and sensitive cases that warrant it; drafting and issuing Completion of Procedures (CoP) letters at the conclusion of any formal procedures and informing complainants and responding parties of any relevant next steps.
- To support the Academic Registrar in liaison with relevant external organisations, such as the Office of the Independent Adjudicator (OIA) on individual cases.
- To liaise with Student Services staff and other colleagues, such as heads of faculty, and the Students' Union to ensure that students and staff are appropriately supported when raising concerns and that students receive appropriate pastoral support as processes are underway.

Personal Chairs and Readerships and other responsibilities

- To administer, in support of the Director, the processes for the appointment of personal chairs and readerships: setting up appointment panels and obtaining academic references.
- To assist with arrangements for The President's Visit
- To carry out other such duties and projects as the Deputy Director might reasonably require, consistent with the grade of the post.

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications	A Degree or Higher Education qualification or equivalent experience	Essential	AF
Experience, Skills & Knowledge	Professional knowledge, skills and experience in the area of Higher Education governance or comparable experience that supports being a point of reference on governance matters	Essential	AF, INT
	Experience of producing committee papers, reports, agendas, minutes etc	Essential	AF, INT
	Administrative and organisational experience to a good professional level	Essential	AF, INT
	Experience of student complaints and disciplinary or similar processes	Essential	AF, INT
	Experience of budget and resource management	Desirable	AF, INT
	Previous experience of working in Higher Education and/or the Arts	Desirable	AF, INT
Personal Attributes	Self-motivated and resilient, with the ability to prioritise and manage multiple tasks or projects to deadline and budget	Essential	AF, INT
	Experience of working effectively with senior people from a range of backgrounds	Essential	AF, INT
	Experience of dealing with highly confidential and sensitive information and maintain professional separation between various roles and reporting lines	Essential	AF, INT
	Ability to form effective working relationships with members of the Governing Body and senior members of staff	Essential	AF, INT
	High standard of computer literacy; proficient in Microsoft Office, administratively self-sufficient and accustomed to exercising initiative and working proactively and creatively through complex issues with a systematic approach and excellent attention to detail	Essential	AF, INT
	Committed to continued professional development, including in Higher Education governance and related areas	Essential	INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of college life.	Essential	AF, INT
	Interest in and commitment to classical music	Desirable	AF, INT

AF = Application Form INT = Interview

The duties and responsibilities assigned to the post may be amended by the Executive Assistant to the Director and Directorate Office Manager and the Deputy Director within the scope and level of the post.

Terms & Conditions

Availability	The post is available immediately and the postholder should ideally be available to start within a month of appointment.												
Contract type	Permanent												
Hours of work	<p>This role is offered on a full time (1FTE) or part-time (0.8 FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week and normal office working hours are 9.00am-5.00pm (with a one-hour lunch break), Monday to Friday.</p> <p>The Directorate Office currently works on a hybrid model, most days in the College, but some days working from home.</p>												
Salary	<p>RCM Pay Scale Grade 7, incremental points 26–30:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>26</td><td>£36,556</td></tr><tr><td>27</td><td>£37,491</td></tr><tr><td>28</td><td>£38,458</td></tr><tr><td>29</td><td>£39,453</td></tr><tr><td>30</td><td>£40,477</td></tr></tbody></table> <p>*inclusive of London Weighting allowance **where offered as a part-time post, the postholder will receive a proportion of the full-time salary</p> <p>Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.</p> <p>Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.</p>	Spine points	Full-time salary*	26	£36,556	27	£37,491	28	£38,458	29	£39,453	30	£40,477
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Work permit	<p>All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.</p> <p>This is not a role for which the RCM will act as a sponsor for a visa application.</p>												
DBS check	Not applicable for this post.												
Probation	The post has a six months' probationary period.												
Notice period	The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.												
Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk . Arrangements exist for members to make additional voluntary contributions (AVCs).												
Annual leave	<p>Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays.</p> <p>Part time staff will receive a pro rata entitlement for annual leave.</p>												

The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.

Staff Benefits

Travel	<p>Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
Events	<p>There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.</p>
Eye tests & hearing tests	<p>The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.</p>
Employee Assistance Programme	<p>All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.</p>
Professional Development	<p>The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.</p>

About Us

The College	<p>Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 60 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and amateurs. The RCM was named Global No 1 institution for Performing Arts in the QS World University Rankings for the second year running in 2023.</p>
Staff	<p>The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.</p>
Location	<p>The RCM benefits from its location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the</p>

renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

Directorate Office The Directorate Office is the administrative hub of the RCM and provides essential support to the Royal College of Music's Directorate and to governance.

How to Apply

To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the [RCM website](#), and submit in PDF or Word format to recruitment@rcm.ac.uk

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

Closing date 9am on Monday 3 July 2023

Applications received after the stated closing date will not be considered.

Interview date Tuesday 18 July 2023

With some roles at the RCM second interviews may take place. Interviews will take place in-person at the RCM. Shortlisted candidates will be notified in due course.

There will be a test for shortlisted candidates. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process, please contact a member of the recruitment team on; recruitment@rcm.ac.uk. If you need to receive this documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

Kevin Porter
Deputy Director
June 2023

