

ADMISSIONS OFFICER

Registry

Grade 7, Full time, Permanent

Job reference number: 109-23



Applicant Information Pack

Closing date

9am Friday 25 August 2023

Interview date

Wednesday 6 September 2023

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Job Description

Job title	Admissions Officer
Department	Registry
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Deputy Academic Registrar
Responsible for	n/a
Liaises with	<p>Internal Registry team; Heads of Faculty and Heads of Programmes; Directorate; professors; Marketing and Communications staff; Facilities and Estates staff; Development and Finance Offices; Performance & Programming and Faculties Administration staff; Student audition stewards</p> <p>External Applicants and students; and their parents; UCAS, Accompanists; Prince Consort Village; Nanyang Academy of Fine Arts; UKCISA, Overseas Audition Venues; Key feeder schools</p>
Job overview	<p>The RCM's Admissions Team takes pride in providing a high quality, efficient and welcoming service to prospective students. As one of the first points of contact for most applicants, the Admissions Officer plays a key role in the RCM's recruitment activities, along with the Admissions and Projects Assistant. The Admissions Officer is responsible for administering the day to day running of the RCM's admissions service, has responsibility for the planning and operational management of the annual UK auditions and collaborates in the administration of overseas auditions. The post-holder is also the College's lead administrator of the UCAS Conservatoires system. The Admissions Officer supports applicants offered places throughout the admissions cycle up to registration.</p> <p>Additionally, the Admissions Officer is responsible for the compilation of the RCM's professorial teaching allocations for new and returning students each year. The post-holder also assists the Deputy Academic Registrar in the administration of the College's scholarships programme.</p>

Main Duties & Responsibilities

- To ensure that the RCM's admissions processes are administered in a consistent, fair and transparent manner.
- To be responsible for ensuring that all admissions enquiries, by phone, email or in person, are dealt with to the highest degree of professionalism and within the RCM Registry's service standards.
- Using their knowledge of UK and international qualifications, to provide advice and guidance to applicants and RCM staff on entry requirements.
- To provide advice and support to new and current students on scholarship and funding matters.
- To provide personal advice meetings and/or tours to prospective applicants.
- To participate in the RCM's annual Open Day.
- To give presentations at key feeder schools and attend external events for prospective students as required.
- In conjunction with the Marketing & Communications Department, to draft conversion communications for applicants and offer holders, including developing alternative forms of engagement (e.g. via social media).
- To be responsible for ensuring that the information about admissions and auditions on the RCM website is regularly maintained and updated, and compliant with consumer law, in conjunction with the RCM's MarComms Team.
- To be responsible for maintaining and updating the RCM's institutional profile on UCAS Conservatoires and the UCAS Search database, including course details, entry requirements and audition information.
- To deputise for the Deputy Academic Registrar in representing the RCM at UCAS Conservatoires User Group meetings and in the development of UCAS systems.
- In conjunction with the Registry Information & Systems Manager, to maintain the interface between the RCM student database (Thesis, formerly known as Unit4 QLs) and UCAS Conservatoires.
- To be responsible for the development and enhancement of Admissions functionalities within the RCM student database.
- To oversee the creation and maintenance of records for applicants outside of the UCAS scheme (e.g. incoming students on study abroad programmes).
- To administer the allocation of scholarships to students (including entrance scholarships, Study Awards and other financial awards disbursed by the RCM, e.g. ABRSM funding) in conjunction with the Deputy Academic Registrar, Heads of Faculties and the Senate Executive Committee, the Development and Alumni Engagement Office and Finance Department
- To provide nominations to specific scholarship donors including the ARBSM and International Students House, including attendance at trustee meetings or other events if required.
- To lead on the assessment of fee statuses for all applicants, in conjunction with the Deputy Academic Registrar.
- To manage all aspects of scheduling the RCM's London auditions, including creating the audition schedule, booking rooms, booking and arranging payment for audition panels, and ensuring that panels are provided with the correct documentation.
- To liaise with colleagues at other conservatoires to avoid clashes in audition schedules.
- To be responsible for the recruitment and management of audition accompanists and stewards, including administration of the c. £48,000 audition accompaniment budget and ensuring compliance with right to work regulations.
- To manage auditions held at the RCM and take responsibility for dealing with operational issues.

- To be responsible for the processing of audition results, including preparing management information and recommendations for the Senate Executive Committee admissions meetings in December and February, in conjunction with the Registry Information & Systems Manager.
- To be responsible for processing audition results on the student database and UCAS Conservatoires in a prompt and accurate manner, monitoring the responses from successful applicants.
- To be responsible for communications with successful applicants throughout the conversion process up to registration, including the provision of offer information, assistance in providing evidence of meeting conditions of offer and supporting the Deputy Academic Registrar in the range of tasks involved in complying with Home Office requirements.
- To schedule auditions held overseas, including providing audition materials to RCM audition panellists.
- To liaise with the Director of Music and Departmental Administrator at Imperial College regarding the selection of Imperial College music scholars by audition.
- To be responsible for providing feedback to unsuccessful applicants.
- To be responsible for liaising with colleagues at the RCM's residence, Prince Consort Village, providing confirmation of applicant and student statuses.
- To verify qualifications using the UK NARIC system, provide advice on the equivalency of international qualifications to applicants and RCM staff, and to verify validity of English language test results.
- To manage the allocation of prospective students to professors, liaising with the Heads of Faculty, and to collate 1-to-1 teaching allocations.
- To assist with the online registration process, providing advice and help to students.
- To support the Deputy Academic Registrar in the running of the annual Graduation ceremony.
- To carry out other such duties as the Deputy Academic Registrar and/or Academic Registrar and/or Deputy Director might reasonably require, consistent with the grade of the post, and to contribute to the tasks undertaken by the Registry team as appropriate.

Special Factors

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.

The RCM Registry operates a hybrid working policy, but all team members are expected to attend College regularly (typically at least three days per week for full time staff) and be on site for key College events and operational periods, including but not limited to: Induction Week, Boards of Examiners meetings, examination and audition results and data processing periods, annual Open Day, Graduation.

The Admissions Officer is required to be on site five days a week during the main audition period (normally falling within the last two weeks of November and first two weeks of December), with an early start normally required on most days to set up panels (08:00 or 08:30 depending on the schedule for the day).

Occasional off-site work outside of normal working hours may be necessary in order to attend events for prospective students such as school visits and careers fairs.

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	Educated to first degree level or equivalent qualification	Desirable	AF
Experience, Skills & Knowledge	Experience of the admissions processes in a Higher Education environment	Essential	AF/INT
	Knowledge of UCAS admissions processes	Essential	AF/INT
	Practical knowledge of music, preferably of a classical nature	Essential	AF
	Experience of prioritising and balancing a diverse workload while working with precision	Essential	AF/INT
	Experience of being administratively self-sufficient and accustomed to exercising initiative	Essential	AF/INT
	Experience of understanding complex procedures and regulations, and giving advice on them	Essential	AF/INT
	Strong IT skills with experience of the MS Office suite (particularly Word and Excel) and student records systems	Essential	AF
	Advanced knowledge of Excel	Desirable	AF
	Familiar with MS PowerBI suite including PowerApps	Desirable	AF
	Proven advanced customer service experience and resilience when dealing with demanding individuals	Essential	AF
	Confidence in public speaking	Essential	AF/INT
	Knowledge of the Thesis (formerly Unit4) QIs student records system	Desirable	AF
	Familiarity with the UK's Immigration Rules relating to students	Desirable	AF
Familiarity with the UK's regulations relating to fee status assessment	Desirable	AF	
Personal Attributes	Proven organisational and time-keeping skills	Essential	AF/INT
	Exceptional attention to detail	Essential	AF
	Excellent written and oral communication skills, including the ability to respond to sensitive e-mails and complaints, and a high level of numeracy	Essential	AF/INT
	Commitment to working as part of a team	Essential	AF
	Confidence in public speaking	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

AF = Application Form INT = Interview

The duties and responsibilities assigned to the post may be amended by the Deputy Academic Registrar within the scope and level of the post.

Terms & Conditions

Availability	The post is available from early September 2023 and the postholder should ideally be available to start as early as possible.												
Contract type	Permanent												
Hours of work	<p>This role is offered on a full time (1FTE) 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. Occasional off-site work outside of normal working hours will be necessary in order to attend events for prospective students such as careers fairs and earlier starts to the day may be required during audition periods.</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>£37,334</td></tr><tr><td>27</td><td>£38,316</td></tr><tr><td>28</td><td>£39,331</td></tr><tr><td>29</td><td>£40,375</td></tr><tr><td>30</td><td>£41,451</td></tr></tbody></table> <p>*inclusive of London Weighting allowance</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	£37,334	27	£38,316	28	£39,331	29	£40,375	30	£41,451
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Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role for which the RCM will act as a sponsor for a visa application.												
DBS check	Not applicable for this post.												
Probation	The post has a six-month probationary period.												
Notice period	The appointment will be subject to termination by not less than one month's notice. Notice during probation will be one month's 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>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.</p>												

Staff Benefits

Travel	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. We also offer a tax-free bicycle loan under a similar repayment scheme.
Events	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.
Eye tests & hearing tests	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.
Employee Assistance Programme	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.
Professional Development	The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College	Founded in 1882, 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 50 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 animateurs. The RCM was ranked as the global top institution for Performing Arts in the 2023 & 2022 QS World University Rankings by subject.
Staff	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 100 administrative staff.
Location	The RCM benefits from its particular 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 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.

Department

Led by the Academic Registrar, the Registry deals with all aspects of admissions and student administration for the RCM's tertiary programmes: from enquiries, application, audition and enrolment to assessment, progression and graduation. As well as all aspects of programme administration, the Registry manages the College's online practice room booking system, and provides support to students seeking advice on a wide range of subjects, including international student support.

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 Friday 28 August 2023**

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

Interview date **Wednesday 6 September 2023**

With some roles at the RCM second interviews may take place.

Shortlisted candidates will also be asked to give a brief presentation as part of the interview process. 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, 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.

Nicola Peacock
Deputy Academic Registrar
July 2023

