

HR ASSISTANT

Human Resources

Grade 5, Permanent, Full-time

Job reference number: 114-23



Applicant Information Pack

Closing date

9am Wednesday 22 November 2023

Interview date

Monday 4 December 2023

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Job Description

Job title	HR Assistant
Department	Human Resources
Grade	5
Hours of work	Full-Time
Contract type	Permanent
Responsible to	Deputy Head of HR
Responsible for	n/a
Liaises with	<p>Internal HR Team, Directorate, Directorate Office, Heads of Departments/Faculties, Line Managers and staff, Finance & Payroll Team, RCM trade union representatives, RCM Junior Department, Mental Health First Aiders, EDI & Wellbeing Ambassadors</p> <p>External Advertising agencies and website providers, Universities and Colleges Employers' Association (UCEA), Training providers, RCM's Pension schemes, HR colleagues at other Conservatoires and Higher Education Institutions</p>
Job overview	<p>Working within a small, generalist team the two HR Assistants are the first point of contact for the HR team answering routine queries about policy and procedure and recognising when it is appropriate to refer to the Deputy Head of HR or Head of HR.</p> <p>The HR Assistants are responsible for administering the recruitment process from the point of advertising, through to organising interviews, issuing contracts and ensuring all pre-employment checks including DBS checks are completed.</p> <p>The HR Assistants are expected to actively advance the RCM's objectives in enhancing Equality, Diversity and Inclusion in line with the college's EDI Strategy.</p>

Key Responsibilities

These include:

Recruitment & Resourcing

- Respond to requests to advertise new roles ensuring that recruiting managers follow RCM recruitment processes and comply with legislation and College practices
- Ensure that any new or updated roles have been through the HERA job evaluation process, advise recruiting managers in the drafting and revising of Job Descriptions, Applicant Information Packs and advertisements
- Place advertisements, liaising with external recruitment agencies, web-based recruitment providers and media buyers and advise on the inclusion of positive action statements in adverts where appropriate
- Ensure shortlisting panels are provided with all application forms promptly and monitor the shortlisting process. Advise managers in relation to diversity of shortlisting and interview panels
- Administer the interview process, contact candidates, and ensure that managers are provided with appropriate documentation
- Under the guidance of the Deputy Head of HR issue offer letters and contracts of employment

- Administer the process for new starters, obtain references and ensure that all relevant pre-employment checks including health clearance, right to work checks, qualification checks and DBS checks (where applicable) are completed. Request the creation of IT accounts.
- Undertake individual HR Inductions with all new members of staff and support the HR Analyst in the co-ordination of the College's wider induction sessions
- On an annual basis attend the RCMJD Induction Saturday to deliver a group HR Induction for new RCMJD Teaching staff.
- Co-ordinate and monitor adherence to GDPR policies and procedures in respect of data management and retention of recruitment and resourcing data ensuring accurate records are kept
- Maintain and administer equal opportunities monitoring data as required by good practice and the Equality Act and any other relevant legislation
- Co-ordinate and administer the DBS (Disclosure & Barring Service) process and ensure the relevant records are maintained for RCM Junior Department (RCMJD) teachers and Deputies, Senior college teaching staff and students as required; liaising as necessary with the Head of Junior Programmes and Junior Department Operations Manager. Run reports and ensure safeguarding compliance in relation to periodic rechecking
- Provide advice and guidance to staff on the right to work process and keep up to date with current guidance
- Assist the HR Analyst, as required, in the preparation of responses to FOI requests

Operations

- The HR Team have two shared email inboxes for Recruitment and Learning and Development. We also have a generic HR email address for general queries. On a daily basis the HR Assistants are expected to manage the shared inboxes and respond promptly to routine requests coming into the HR email address.
- On a monthly basis ensure all payroll and contractual data inputting is completed to the monthly payroll deadline, this includes setting up new starters, processing leavers, processing contractual changes such as a change of hours or job title
- Administer the distribution of annual increment letters
- Keep up to date with changes affecting the RCM's pension schemes (USS, TPS & NEST) ensuring that joiner, leaver and salary sacrifice processes are carried out correctly and within the required timeframes and supporting the auto-enrolment processes
- Run routine pension reports and assist the Deputy Head of HR with mass communications and answering routine queries including how to opt in / out of a scheme and processing the relevant paperwork
- Maintain employees' information and highly confidential records and information of a sensitive nature
- Monitor the RCM's appraisal system to ensure that appraisals are held at the correct times and are appropriately documented
- Highlight any areas in appraisals which need to be brought to the attention of the Deputy Head of HR or Head of HR as necessary
- Run monthly reports to monitor probation end dates, send reminders and advise line managers on the application of the Probation Policy. Send probation confirmation letters and update iTrent records. Ensure that potential performance issues during a probationary period are referred to the Deputy Head of HR or Head of HR promptly.

Management Information / HR Information System

- Support the continued digitisation of personal files. Organise, maintain and archive HR records, as appropriate, ensuring they are accessible and up to date, and managed in line with GDPR and Data Protection Legislation, including inputting information onto HR database (iTrent) and other HR spreadsheets
- On a monthly basis run regular reports using Business Objects including sickness, fixed term end dates, probation end dates, increment dates
- Utilise Business Objects to run and create ad hoc reports

- Support the HR Analyst and Head of HR with compliance and regulatory returns (Gender Pay, Equal Pay, HESA, Freedom of Information (FOI) Requests etc.)

Equality, Diversity and Inclusion

- Ensure that the principles of equality, diversity and inclusion are at the heart of all HR decisions
- Ensure equality, diversity and inclusion are embedded in the recruitment process. Ensure the use of inclusive language in job adverts and job descriptions. Advise recruiting managers in relation to the Disability Confident scheme and ensure any necessary reasonable adjustments are accommodated for interview candidates
- Take responsibility for improving the scope of data held to improve reporting. Assist the HR Analyst and Head of HR with the preparation of annual Gender Pay Gap and Equal Pay reporting
- Under the guidance of the Deputy Head of HR advise on the implementation of reasonable adjustments and utilisation of the Access to Work scheme. At the request of the Deputy Head of HR order specialist equipment and assistive technologies.

Learning and Development

- Support the Head of HR, and other team members as required, in developing and delivering a programme of on-going training and development programmes for staff (e.g., Equality and diversity training, Mental health training etc.)
- Liaise with external training providers, such as Acas and Rethink Mental Illness, to book training sessions. Send invitations to training courses, administer the allocation of spaces and send confirmation and joining instructions. Liaise with the provider to ensure all necessary arrangements are in place including Zoom or Teams links and room bookings for in person sessions
- Coordinate the training of Mental Health First Aiders and EDI & Wellbeing Ambassadors. Promote these resources through communications such as posters
- Investigate appropriate training courses and suppliers as required
- Maintain accurate training records, log training on the iTrent system and run training reports as required
- Process applications for professional development funding, ensuring financial approval is sought, budget spreadsheets are updated, invoices are processed within the necessary timeframes and letters of confirmation are issued to members of staff

Finance & Invoices

- Process invoices for approval by Head of HR and maintain the budget spreadsheet

Other Duties

- Maintain appropriate stationery supplies and other general administrative duties
- Provide support to members of the HR team, across the range of their duties
- Respond to ad hoc requests for information from internal or external sources, e.g., reference requests
- Provide cross-cover for the second HR Assistant during periods of peak workload, and absence

Undertake such other duties, ad hoc projects and policy work, as the Deputy Head of HR or Head of HR may from time to time require.

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	Part qualified member of the CIPD or equivalent experience	Desirable	AF
Experience/ Knowledge	Experience of an office based administrative role	Essential	AF, INT
	Experience gained within an HR environment	Desirable	AF, INT
	Experience of HR administrative processes such as administering the recruitment process or drafting contractual paperwork	Desirable	AF, INT
	Experience of using an HR/Payroll system, ideally iTrent	Desirable	AF, INT
	Experience of pensions administration, ideally TPS or USS	Desirable	AF, INT
	Experience of working within a higher education institution	Desirable	AF, INT
	An awareness of and interest in current UK employment legislation and best practice	Essential	AF, INT
	An awareness of and interest in HR developments in advancing equality, diversity and inclusion	Essential	AF, INT
	Up to date knowledge of the right to work checking process for work in the UK	Desirable	AF,INT
Knowledge and understanding of the confidential nature of data held by HR and a proven ability to deal with sensitive information in a professional manner	Desirable	AF,INT	
Skills	Strong time management, organisational and administrative skills	Essential	AF, INT
	Ability to plan, prioritise and manage a varied workload to meet deadlines	Essential	AF, ST, INT
	Flexible and agile approach to work, with a keen attention to detail	Essential	AF, INT
	High standard of written and spoken communication skills with strong interpersonal skills	Essential	AF, ST, INT
	Strong IT skills, including proficiency using Word & Excel	Essential	AF, INT
	Confidence in providing an excellent level of service to all our stakeholders including senior management, staff, students and visitors.	Essential	AF, INT

	Ability to clearly communicate and explain standard HR policies and procedures	Essential	AF, ST, INT
Personal Attributes	Commitment to continued professional development	Essential	AF
	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
	Appreciation of music, theatre and the arts	Desirable	AF
	An informed interest in higher education	Desirable	AF, INT

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Deputy Head of HR or Head of HR within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available and the postholder should ideally be available to start as early as possible.	
Contract type	Permanent	
Hours of work	<p>Full-time, 35 hours per week.</p> <p>The working pattern for this role will be onsite for three days a week and working from home two days a week. It is expected that the days onsite will be Tuesday, Wednesday and Friday however the final working pattern will be agreed with the successful applicant with consideration given to any personal commitments. To meet the operational needs of the role we will not be able to accommodate full-time remote working.</p> <p>In order to meet the operational needs of the department we won't be able to accommodate part-time working for this role.</p>	
Location	Three days per week onsite at the HR office located in 39 Jay Mews and two days working from home.	
Salary	RCM Pay Scale Grade 5, incremental points 16 – 20:	
	Spine points	Full-time salary*
	16	£29,578
	17	£30,166
	18	£30,858
	19	£31,586
	20	£32,378
	*inclusive of London Weighting allowance	

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.

Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.

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 seven days.

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).

The RCM operates a salary sacrifice scheme for USS pension contributions, this is not automatic but employees may opt in.

Annual leave Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays.

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 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	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 ranked as the global top institution for Performing Arts in the 2023 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 one hundred 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.
Human Resources	<p>The Human Resources department is a small generalist team comprised of a Head of HR, a Deputy Head of HR, an HR Analyst and two HR Assistants.</p> <p>The HR department provides operational HR support and advice to all the departments of the RCM from job evaluation to recruitment, induction, career development and organisational change. The HR department is also responsible for developing and delivering a range of learning and development opportunities and pay, pensions administration, reward and benefits.</p>

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 Wednesday 22 November 2023**

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

Interview date **Monday 4 December 2023**

Interviews will take place in person. 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.

Jennifer Allison
Head of HR
2023

