

ESTATES & FACILITIES

Facilities Officer

Grade 4, Full-time, Permanent

Job reference number: 205-24



Applicant Information Pack

Closing date

9am Tuesday 3 September 2024

Interview date

Friday 13 September 2024

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Job Description

Post Title	Facilities Officer
Grade	4
Hours of work	Full Time (1FTE)
Tenure	Permanent
Responsible to	Facilities & Operations Manager
Responsible for	N/A
Liaises with	Internal All staff and students; Estates & Facilities staff; Reception staff; Maintenance staff.
	External Visitors to the College; Imperial College security staff; Providers of services and their representatives; Contractors.

Overall Job Purpose

- To support the smooth running of the College through facilitating general operations.
- To ensure the general security and safety of all RCM sites.
- To provide general assistance throughout all College departments and sites as required within the remit of the post.
- To record and report all safety matters, taking action when appropriate to ensure the continued safety and security of the College, its students, staff and visitors.

Main Duties & Responsibilities

These include:

- Facilitating requests from students, staff and professors
- Completing room and event set-ups, decants and equipment moves as required
- Providing reception, concierge and security operations in a public-facing role
- Accepting responsibility for specific administrative and practical duties, including a working knowledge of all security systems and procedures
- Understanding and implementing regular security and safety patrols
- Being an integral and front-line, first responder to all emergencies on campus, including fire alarm activations, first aid calls and invacuations (lockdowns)
- Noting and responding to electronic information and instruction as well as traditional written and verbal instruction.
- Reporting all relevant incidents on site to your shift supervisor
- Undertaking training and instruction as necessary to ensure up-to-date knowledge of security, maintenance and safety regulations
- Liaising with and assisting contractors, service engineers and other external suppliers in respect to the smooth running of College business
- Undertaking minor maintenance tasks, when appropriate, within the remit of the post and after any necessary training
- Fulfilling any other necessary tasks that fall within the remit of the post

Special Factors

Shift pattern:

The post holder will be required to work a shift pattern. This is available in advance and includes some weekend work on a rota basis. A shift allowance is paid by the College to remunerate the post holder for these hours.

Training needs:

Training will be provided by the College to ensure that the post-holder remains up to date in the following areas:

- Manual handling
- First aid training
- Health and safety training
- Fire safety and security responsibilities
- Use and application of core IT services

Uniform:

The post holder is required to wear a uniform supplied by the College in accordance with published standards at all times whilst on duty.

Person Specification

Applicants should demonstrate how their qualifications, experience, skills and training apply to each of the elements highlighted in this section.

Criteria	Description	Essential/ Desirable	How Criteria Are Tested
Qualifications	IOSH or other relevant health and safety qualification	Desirable	AF
	Manual handling training	Essential	AF/INT
	First aid certificate	Desirable	AF/INT
	Fire marshal training	Desirable	AF/INT
Experience	Confident using Outlook email	Essential	AF/INT
	Experience in facilities or security operations	Essential	AF/INT
	Experience in a Higher Education institute	Desirable	AF/INT
	Experience working in an arts institution or venue	Desirable	AF/INT
Personal Attributes	Professional approach to customer service	Essential	AF/INT
	Ability to work as part of a team	Essential	AF/INT
	Ability to make considered decisions and, where necessary, take emergency action	Essential	AF/INT
	Proactive and quick to respond to requests	Essential	AF/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 ST = Selection Test INT = Interview

The duties and responsibilities assigned to the post may be amended by the Facilities & Operations Manager within the scope and level of the post.

Terms & Conditions

Availability	The post is available immediately and applicants should ideally be able to start as soon as possible.												
Contract type	Permanent												
Hours of work	<p>This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week.</p> <p>The post holder will be required to work a shift pattern. This is available in advance and includes some weekend work, required on a rota basis, for which time off in lieu will be given during the week.</p>												
Salary	<p>RCM Pay Scale Grade 4, incremental points 11 – 15:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>11</td><td>£28,008</td></tr><tr><td>12</td><td>£28,467</td></tr><tr><td>13</td><td>£29,036</td></tr><tr><td>14</td><td>£29,600</td></tr><tr><td>15</td><td>£29,838</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 completion of 6 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> <p>As this nature of this role requires shift work, the postholder will receive a shift allowance which is currently £4,606 per annum.</p>	Spine points	Full-time salary*	11	£28,008	12	£28,467	13	£29,036	14	£29,600	15	£29,838
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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	The Facilities Officer appointment will be subject to satisfactory Disclosure & Barring Service (DBS) clearance at the Enhanced level (child workforce). The cost of the DBS check will be met by the RCM.												
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' 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 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 test	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 animators. The RCM was ranked as the global top institution for Performing Arts in the 2024 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	The Estates & Facilities department provides a key function in supporting the College's core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and all aspects of Health, Safety and Environment.

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 Tuesday 3 September 2024**

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

Interview date **Friday 13 September 2024**

There will be a short scenario test for shortlisted candidates. Further details will be passed to these 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.

David Adams
 Facilities & Operations Manager
 August 2024

