

PROJECTS & OPERATIONS MANAGER

Estates & Facilities

Grade 7, Full time, Permanent

Job reference number: 206-24

Applicant Information Pack

Closing date

9am Thursday 26 September 2024

Interview date

Friday 4 October 2024

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Job Description

Job title	Projects & Operations Manager
Department	Estates & Facilities
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Projects, Facilities & Operations
Responsible for	Box Office Supervisor, House Manager
Liaises with	<p>Internal Director of Estates, Head of Projects, Facilities & Operations, Facilities & Operations Manager, Estates & Technical Services Manager, Maintenance Manager, House Manager, Box Office Supervisor, Estates Projects & Environmental Coordinator and the wider Estates & Facilities team; Technology Team; P&P team; Museum team; Heads of Faculties and Support Departments; Student Union representatives and Caterers. Staff and student body</p> <p>External Estates and FM consultants, contractors, Inspectors (statutory, insurance, environmental and safety), audiences, members of the public, clients, hiring venues. Projects team; Contractor, Architect, Project Manager, Cost Consultant, Principle Designer, Party Wall Surveyors, Building Control; Insurers, Inspectors, Auditors, (statutory, insurance, environmental and safety); members of the public; neighbours, neighbouring cultural institutions. Council and Committee members. Project consultants. Suppliers. Supporters, donors, stakeholders.</p>
Job overview	The Projects & Operations Manager reports to the Head of Projects, Facilities & Operations and will play a key role in supporting and leading on the review, development, implementation and management of a wide range of projects as well as Estates and FM policies, procedures and functions. The Projects & Operations Manager directly line-manages House Manager and Box Office Supervisor, acting as a key point of contact for appropriate internal and external stakeholders.

Key Responsibilities

Projects

- Support and work with the Head of Projects, Facilities & Operations and Facilities & Operations Manager to manage procurement relating to all aspects of Facilities & Operations management to ensure that the College achieves value for money from these services. This includes: drafting specifications and service levels; letting of tenders (e.g. security); contract negotiation and contract agreement/award.
- Support the Director of Estates, Head of Projects, Facilities & Operations and Project and Environmental Coordinator in the delivery of Estates projects including drafting project reports, assisting feasibility/design processes, attending project meetings, working with contractors/consultants, capturing project data and liaising with internal and external project stakeholders.
- To lead and manage all College internal and external office moves and relocations with the Head of Projects, Facilities & Operations, Facilities & Operations Manager, Estates Project & Environmental Coordinator including but not limited to staff and equipment moves, procuring furniture, liaising with ICT and other parties to affect a seamless transition, and managing training and induction on new office equipment.

In addition to working with the Head of Project, Facilities & Operations and Facilities & Operations Manager on:

- business as usual;

- health & safety;
- logistics and decant;
- project support;
- gathering information pertinent to the RCM and its estate;
- liaising with the College's communications and marketing team to ensure effective internal and external communications.

Responsibility for management of sub-projects to achieve mobilisation within the overarching project programme and reporting to the Head of Projects, Facilities & Operations. During construction, the role will assist the Head of Projects, Facilities & Operations for the College's key priority is to maintain business as usual during construction projects to enhance the student experience.

The College must undertake forward planning to be operationally ready to ensure the new building is mobilised swiftly and utilised effectively by the entire College community, and the post holder will be:

- Working with other estates managers to ensure all critical estates mobilisation workstreams are delivered to programme.
- Working with other key heads of department to ensure critical departmental mobilisation workstreams are delivered to programme.

The post holder will be a key point of contact for the external consultants and work closely with the RCM Director of Estates, Head of Projects Facilities & Operations, Estates & Technical Services Manager, H&S Manager, Facilities & Operations Manager and a wide range of external stakeholders.

The post holder will work with the entire Estates team including closely with support roles such as Estates Projects & Environmental Coordinator, and the Assistant to the Director of Finance & Estates.

These include:

- To assist the Head of Projects, Facilities & Operations consult on, develop and implement all aspects of logistics, decant, business as usual and mobilisation strategies and plans, which will include:
 - managing departmental involvement and delivery for sub-projects (Estates, Facilities, Maintenance, ICT, P&P).
 - identifying appropriate resources necessary to support these strategies and plans and ensuring that these are approved and put in place;
 - liaising with external organisations involved in these areas;
 - liaising with internal departments affected, dealing authoritatively with administrative and academic managers;
 - delivering of strategies in a timely and sensitive manner that causes minimum disruption to the College's operations, with the guiding principle to enhance the student experience; and
- To be responsible for related project documentation, ensuring all relevant paperwork is complete, current, stored properly and circulated appropriately, working with the Estates Projects & Environmental Coordinator.
- To be part the development, implementation and management of the CAFM system within the Estates team, including transfer of project-related CAFM data and upload requirements (including all M&E) and any training requirements.
- To work with the Head of Projects, Facilities & Operations as a key point of contact for the external consultants and to work closely with all the external project consultants including the design team.
- To deputise for the Head of Projects, Facilities & Operations when required, to be the primary point of contact for the Contractor, maintaining regular daily liaison for activity which may disrupt the RCM and regular reporting to internal departments.
- Administer for the RCM all invoicing for the project, assist the Head of Projects, Facilities & Operations in cost review, cashflow, quarterly reconciliations with RCM Finance and Cost Consultant.
- To be the primary point of contact for the RCM Development & Alumni Engagement team, providing project information and updates for donor reports and donor events.

- To be the primary point of contact for the RCM Marketing team for all project updates including digital print, internal and external communications.
- Ensure efficient administration of project CRF and RFI documentation with external consultants.
- Act as a key project ambassador to all stakeholders including: RCM students, staff, local neighbours and cultural institutions. To champion the project by being responsible for providing updates and reassurance for all queries and formal presentations.
- To support the Head of Projects, Facilities & Operations in the reporting to Project Board and other committees as necessary.

House Management

- To line manage the House Manager and ensure RCM events are planned and delivered safely demonstrating an excellent standard of customer service.
- To work in close liaison with RCM events teams to support event planning and management including leading meetings related to House Management and external hires.

Box Office

- To line manage the Box Office Supervisor and oversee Box Office operations to ensure systems are managed effectively, standard operating procedures are implemented and customer service is delivered to an excellent standard.
- To work in close liaison with RCM events teams Marcomms teams to support event management and planning

Licensing

- To be the lead on the RCM premises licence (alcohol and regulated performance), being the main point of contact with Westminster County Council and ensuring all licencing conditions are met and adhered to.
- To ensure the College OFCOM communications licence is up to date.

Sustainability

- To lead the Estates effort to ensure RCM events are delivered as sustainably as possible by supporting initiatives including but not limited to the reduction of single-use materials, promotion of recycling and waste reduction, and championing the efficient use of event facilities/venues.

Accessibility and EDI

- To lead the Estates effort to drive ED&I initiatives and to work with the House Manager and Box Office Supervisor to ensure accessibility is prioritised in the delivery of RCM events areas for improvement are identified in audience and visitor experience.

Catering

- To work with the House Manager to set appropriate catering opening hours surrounding RCM events such as concerts, festivals, RCM events inc Open Day – in liaison with the Imperial College Catering Manager.

General Estates management

- Develop and maintain effective working relationships with a wide range of internal and external stakeholders.
- Provide general support to the Head of Projects, Facilities & Operations in internal meetings (DAE, Marcomms, Digital), drafting documents, and administration of project and operational work.

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
Qualifications	A Degree or Higher Education qualification or equivalent experience	Desirable
	Prince 2 certificate or equivalent in project management	Essential
Experience, Skills & Knowledge	Project Management experience	Essential
	Operational readiness experience for new buildings, ideally within HE sector	Essential
	Experience of working in an Estates environment in HE or the Arts	Essential
	Excellent problem-solving skills and ability to work independently, using own initiative: an ability to assess problematic situations to identify causes, gather and process relevant information, generate possible solutions and resolve the problem	Essential
	Good decision-making skills: ability to assess situations independently and determine the importance and urgency and risks, and make clear decisions which are timely and in the best interests of the organisation	Essential
	Experience managing external contractors	Essential
	Experience of servicing committees and ability to take accurate and concise minutes of a wide variety of committees and fora	Essential
	Confidence to deal with external contacts and excellent interpersonal skills, demonstrating diplomacy, persuasiveness and tenacity	Essential
	High standard of literacy and numeracy and experience of managing budgets	Essential
	Proficient in CAD and CAFM	Desirable
Personal Attributes	High level of interpersonal and communication skills	Essential
	A high standard of computer literacy; strong IT skills	Essential
	Ability to organise and deliver in-house training sessions	Essential
	Highly motivated and proven organisational ability	Essential
	Ability to work closely and supportively as a member of and as a team leader	Essential
	Ability to plan tasks, achieve deadlines and prioritise effectively, coping successfully with working under pressure where necessary	Essential
	Willingness to work flexibly at evenings and weekends	Essential
	Interest in classical music and Higher Education	Desirable
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential

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

Terms & Conditions

Availability	Immediately available												
Contract type	Permanent												
Hours of work	This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week, 7 hours per working day with a one-hour lunch break.												
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>£38,454</td></tr><tr><td>27</td><td>£39,465</td></tr><tr><td>28</td><td>£40,511</td></tr><tr><td>29</td><td>£41,586</td></tr><tr><td>30</td><td>£42,694</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	£38,454	27	£39,465	28	£40,511	29	£41,586	30	£42,694
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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 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	<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 ranked as the global top institution for both Music and Performing Arts in the 2024 QS World University Rankings by Subject. The College has held this world-leading place in Performing Arts for the three successive years, while Music is a new subject introduced to the rankings this year.</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 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</p>

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 Facilities department has a wide remit which includes responsibility for reception, front of house, H&S, portage, catering, cleaning, insurance, security and safety among other things, and for providing general assistance to ensure the smooth running of all activities. Every day members of the team deal with a wide range of requests and enquiries. They need to have a positive outlook and a welcoming manner and a "customer oriented" approach. Members of the team need to collaborate with other members of the RCM to ensure that first class standards are maintained in all areas of the RCM's work. The RCM's main building is Grade II listed.

The Estates 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 delivery 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 Thursday 26 September 2024**

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

Interview date **Friday 4 October 2024**

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.

Aida Berhamovic
Director of Estates
September 2024

