

# HEAD OF PROJECTS, FACILITIES & OPERATIONS

Estates & Facilities

Grade 10, Full time, Fixed Term January 2025 to January 2026

Job reference number: 207-24



## Applicant Information Pack

---

### Closing date

9am Friday 27 September 2024

### Interview date

Thursday 10 October 2024

### Contents

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

## Job Description

---

|                        |   |
|------------------------|---|
| <b>Job title</b>       | Head of Projects, Facilities & Operations   |
| <b>Department</b>      | Estates & Facilities  |
| <b>Grade</b>           | 10  |
| <b>Hours of work</b>   | Full Time (1FTE)  |
| <b>Contract type</b>   | Fixed Term (One year from January 2025)   |
| <b>Responsible to</b>  | Director of Estates   |
| <b>Responsible for</b> | Facilities & Operations Manager, Projects & Operations Manager  |
| <b>Liaises with</b>    | <p><b>Internal</b><br/>Director of Estates, Directorate, Estates &amp; Technical Services Manager and the Maintenance team, H&amp;S Manager and Estates Projects and Environmental Coordinator, RCM departments, including: Secretariat, Digital, Marketing, P&amp;P, Development, Human Resources, Professional Services Committee managers and department administrators</p> <p><b>External</b><br/>Estates and FM consultants, contractors and suppliers, auditors statutory, insurance, environmental, health and safety, Consultants working with the Director of Estates, Architects, Contractors, lawyers, planning authorities, financial advisors, property consultants, RCM neighbours &amp; Suppliers</p>  |
| <b>Job overview</b>    | <p>The Head of Projects, Facilities &amp; Operations reports to the Director of Estates and will work with and advise the Director of Estates on the development, implementation and management of the College's Estates and FM functions, policies and procedures.</p> <p>The Head of Projects, Facilities &amp; Operations is responsible for managing all aspects of the Colleges' Buildings operations, consisting of the Prince Consort Road Campus, and RCM Jay Mews working with the Health and Safety Manager, Estates Technical Services Manager and Estates Projects and Environmental Coordinator, to achieve this.</p> <p>The Head of Projects, Facilities &amp; Operations will manage procurement, delivery, mobilisation and operational readiness of all new building projects and facilities</p> <p>The role-holder will also take a leading role in constantly seeking to improve the Building Operations to enhance the user experience in collaboration with other estates management colleagues, by identifying improvements in service delivery, enhancements to customer experience and continuous improvement of the Facilities Operations.</p> |

## Key Responsibilities

### Facilities and Operations

The Head of Projects, Facilities & Operations will lead and manage all key aspects of the building operations working closely with the College's external suppliers and contractors and acting as the primary point of contact for appropriate external stakeholders.

Duties and responsibilities include:

- Lead on Building Operations compliance with existing Health and Safety policies and safe working practices.

- Lead on College's security operations, implementing policies and procedures
- Liaise with the Metropolitan Police and respond to any issues arising in an efficient and timely manner
- Lead on continuous improvements to the Facilities and Customer Service team to enhance customer experience
- Manage all soft services FM contracts, ensure contracts meet specified Service Level Agreements and the College achieves value for money. Lead on procurement activities for renewals.
- Monitor performance, provide monthly reports and identify areas for improvement and develop quality assurance processes and procedures
- Manage procurement, delivery, mobilisation and operational readiness of all new building projects and facilities
- Promote a collective responsibility and personally uphold the highest standards of behaviour and actions which reflect and support the values of the College.

## Projects

The College must undertake forward planning to be operationally ready to ensure any new building project implementation is delivered safely and swiftly. The Head of Projects, Facilities & Operations will be the primary point of contact for the external consultants and work closely with Health and Safety Manager, the RCM Director of Estates, the Estates & Technical Services Manager, the Estates Projects and Environmental Coordinator and a wide range of external stakeholders.

The Head of Projects, Facilities & Operations will be expected to:

- understand information flowing from all aspects of the projects and present this information to appropriate groups with recommendations for decisions;
- arrange and manage internal working groups on specific aspects of the projects;
- provide information to consultants, planners, constructors, etc
- communicate to internal and external stakeholders about general progress and specific elements of any estates project being undertaken at the time;
- consult on and implement a robust business as usual strategy and a logistics and decant strategy.

Duties and responsibilities include:

- To consult on, develop and implement all aspects of logistics, decant and business as usual strategies and plans, which will include:
  - Identifying appropriate resources necessary to support these strategies and plans and ensuring that these are approved and put in place;
  - Liaison with external organisations involved in these areas;
  - Liaison with internal departments affected, dealing authoritatively with administrative and academic managers;
  - Delivery 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
  - Managing departmental involvement and delivery for sub-projects (Estates, Facilities, Maintenance, ICT, P&P).
  - Engage, develop, motivate and inspire staff through regular 121's, team meetings, appraisals, performance reviews and the identification of PDP's and training needs.
- To lead on the mobilisation strategy and implementation, in collaboration with colleagues, via managing and monitoring multiple work-streams and sub-projects across many RCM departments.
- To be responsible for related project documentation, ensuring all relevant paperwork is complete, current, stored properly and circulated appropriately.
- To be responsible for setting project budgets and ensuring that projects comes in within the budgets set.
- To be the primary point of contact for the external consultants and to work closely with and supervise all the external project consultants, including the design team.

- 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.
- Oversee the administration for the RCM all invoicing for estates projects, including cost review, cash-flow, quarterly reconciliations with RCM Finance and Cost Consultant.
- Provide RCM direction to the contractor RFI (Request for Information) process as administered by the Contract Administrator
- Work with the Director of Estates (and the team) on development of the College Estates Strategy
- Act as 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.

## 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 |
|---|--|-----------------------|-------------------------|
| <b>Qualifications</b>                     | Prince 2 certificate or equivalent in Building Operations or project management  | Essential             | AF                      |
|   | A higher education qualification or equivalent experience  | Essential             | AF                      |
|   | NEBOSH   | Essential             | AF                      |
| <b>Experience, Skills &amp; Knowledge</b> | An appropriate proven record of Project Management experience  | Essential             | AF, INT                 |
|   | Appropriate experience of procurement procedure  | Essential             | AF, INT                 |
|   | Experience of planning and effective use of staff  | Essential             | AF, INT                 |
|   | Confidence in dealing with external contacts and high level interpersonal skills, demonstrating diplomacy, persuasiveness and tenacity   | Essential             | AF, INT                 |
|   | Experience of servicing committees and ability to take accurate and concise minutes of a wide variety of committees and fora   | Essential             | AF, INT                 |
|   | Experience managing external contractors   | Essential             | AF, INT                 |
|   | High standard of computer literacy; with strong IT skills  | Essential             | AF, INT                 |
|   | Effective 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             | AF, INT                 |
|   | Sound 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             | AF, INT                 |
| <b>Personal Attributes</b>                | Ability to plan tasks, achieve deadlines and prioritise effectively, coping successfully with working under pressure where necessary   | Essential             | AF, INT                 |
|   | Methodical and well-organised; common sense and ability to work on own initiative and with confidential and sensitive material   | Essential             | AF, INT                 |

|   |           |         |
|---|-----------|---------|
| Ability to work closely and supportively as a member of and as a team leader, working flexibly where required   | Essential | AF, INT |
| Interest in classical music and Higher Education  | Desirable | 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 INT = Interview

The duties and responsibilities assigned to the post may be amended by the Director of Estates within the scope and level of the post.

## Terms & Conditions

| <b>Availability</b>  | Available from January 2025.  |              |                   |    |         |    |         |    |         |    |         |    |         |
|----------------------|---|--------------|-------------------|----|---------|----|---------|----|---------|----|---------|----|---------|
| <b>Contract type</b> | Fixed term from January 2025 to January 2026.   |              |                   |    |         |    |         |    |         |    |         |    |         |
| <b>Hours of work</b> | 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.  |              |                   |    |         |    |         |    |         |    |         |    |         |
| <b>Salary</b>        | RCM Pay Scale Grade 10, incremental points 45 – 49: <table border="1" data-bbox="375 1137 746 1344"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>45</td> <td>£63,911</td> </tr> <tr> <td>46</td> <td>£65,688</td> </tr> <tr> <td>47</td> <td>£67,518</td> </tr> <tr> <td>48</td> <td>£69,402</td> </tr> <tr> <td>49</td> <td>£71,343</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 15<sup>th</sup> of each month or the last working day before this should the 15<sup>th</sup> fall on a weekend or bank holiday.</p> | Spine points | Full-time salary* | 45 | £63,911 | 46 | £65,688 | 47 | £67,518 | 48 | £69,402 | 49 | £71,343 |
| Spine points         | Full-time salary*   |              |                   |    |         |    |         |    |         |    |         |    |         |
| 45                   | £63,911   |              |                   |    |         |    |         |    |         |    |         |    |         |
| 46                   | £65,688   |              |                   |    |         |    |         |    |         |    |         |    |         |
| 47                   | £67,518   |              |                   |    |         |    |         |    |         |    |         |    |         |
| 48                   | £69,402   |              |                   |    |         |    |         |    |         |    |         |    |         |
| 49                   | £71,343   |              |                   |    |         |    |         |    |         |    |         |    |         |
| <b>Work permit</b>   | All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.<br><br>This is not a role for which the RCM will act as a sponsor for a visa application.   |              |                   |    |         |    |         |    |         |    |         |    |         |
| <b>DBS check</b>     | Not applicable for this post.   |              |                   |    |         |    |         |    |         |    |         |    |         |
| <b>Probation</b>     | The post has a six months' probationary period.   |              |                   |    |         |    |         |    |         |    |         |    |         |
| <b>Notice period</b> | The appointment will be subject to termination by not less than three months' notice. Notice during probation will be seven days' notice by either party.   |              |                   |    |         |    |         |    |         |    |         |    |         |

|                     |  |
|---------------------|--|
| <b>Pension</b>      | The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: <a href="http://www.uss.co.uk">www.uss.co.uk</a> . Arrangements exist for members to make additional voluntary contributions (AVCs). |
| <b>Annual leave</b> | Full time staff are entitled to 245 hours of holiday per annum, plus public holidays.<br><br>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

---

|                                      |   |
|--------------------------------------|---|
| <b>Travel</b>                        | 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.<br><br>We also offer a tax-free bicycle loan under a similar repayment scheme. |
| <b>Events</b>                        | 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.  |
| <b>Eye tests &amp; hearing tests</b> | 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.  |
| <b>Employee Assistance Programme</b> | 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.  |
| <b>Professional Development</b>      | 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

---

|                    |   |
|--------------------|---|
| <b>The College</b> | 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. |
|--------------------|---|

**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.

**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](mailto: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 27 September 2024**

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

**Interview date** **Thursday 10 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](mailto: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

