

ASSISTANT BUSINESS APPLICATIONS DEVELOPER

Digital & Production

Grade 7, Full time, Permanent

Job reference number: 324-22

Applicant Information Pack

Closing date

9am Tuesday 17 January 2023

Interview date

Wednesday 25 January 2023

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Job Description

Job title	Assistant Business Applications Developer
Department	Digital and Production
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Business Applications Manager
Responsible for	N/A
Liaises with	Internal <ul style="list-style-type: none">- Business Applications Manager- Technology Manager- Head of Digital & Production- Deputy Technology Manager- Finance Manager- Registry Manager- Research colleagues- Digital Learning Manager- Human Resources External <ul style="list-style-type: none">- Software and Service Suppliers

Job overview	The Assistant Developer will be required to assist and support the maintenance and development of the College's business applications, in line with the RCM's overall Digital strategy. This role will require particular focus on system enhancements, software developments, technical projects and upgrade of RCM Management Information Systems (MIS).
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Key Responsibilities

- Through the detailed analysis of stakeholder requirements, and market analysis, assist the Business Applications Manager with the development of technical solutions to meet academic and business needs.
- Advise on the merits and drawbacks of technical solutions. Assist the Business Applications Manager by providing valid research data to support decision making process
- Gain a detailed understanding of the nature of the businesses commercial and RCM bespoke software.
- Assisting the Business Applications Manager in creating, enhancing, and supporting business applications and providing advice on future development of these systems.
- Manage controlled changes to business applications in line with established industry standard best practices, e.g., ITIL compliant.
- Handle and route support calls from system users, adhering to ITIL Service Management processes and ensure an appropriate level of service management process is adhered to e.g., incident, problem and change control.
- Ensure service levels are maintained and regularly reported to line management.
- Assisting, in collaboration with colleagues and business managers, the implementation of new initiatives into live operations: adhering to industry best practices and standard project management methodologies (PRINCE 2).
- Provide support and services to RCM Technology Services, in relation to business systems and infrastructure projects.

- Delegate to 1st / 2nd line helpdesk staff project tasks, as appropriate, whilst monitoring quality and taking responsibility for outcomes.
- Ensure IT documentation is maintained in line with current documentation policy.
- Deliver to staff and students IT technical training on RCM web and business systems.
- Provide support to the Business Applications Manager in contributing to Digital & Technology strategic planning processes, ensuring that application portfolio plans are in place to enable RCM to take advantage of new applications and technologies.
- Ensure college MIS system reporting is handled effectively for the production of management information.
- Be able to work independently and/or in collaboration during the development process, where required, to review with the team to achieve the best results

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 degree level (in a relevant subject area) or with equivalent experience	Essential	AF, INT
Experience, Skills & Knowledge	High-level of experience with the following Technologies <ul style="list-style-type: none"> • C#.NET Programming • ASP.NET Web Applications • .Net Console Applications • T-SQL • Microsoft Visual Studio Programming • MS SharePoint 365 Administration and MS Office 365 Applications 	Essential	AF, INT, ST
	Use and creation of Web Services	Essential	AF, INT
	Use of JSON, Ling, jQuery	Desirable	AF
	Experience of business and systems analysis	Desirable	AF/INT
	Good understanding of Object-Oriented Programming (OOP)	Desirable	AF
	Experience of MS Power Apps / Power BI Applications	Desirable	AF/INT
	High-level of experience in SQL Server including Configuration, Maintenance of Databases, Design, Table/View, Stored Procedure creation and analysis.	Essential	AF, INT, ST
	Experience of supplier and business relationship management within an academic environment	Desirable	AF/INT
	Experience of Project Management	Desirable	AF/INT
	Experience of Technical and Solution Architecture	Essential	AF/INT

	Experience of a disciplined Service Management environment	Essential	AF/INT
	Some experience of Microsoft Access development and maintenance/rationalisation	Desirable	AF/INT
	Some experience of Microsoft Windows Server Administration	Desirable	AF/INT
	Appropriate experience of supporting and maintaining the following applications: <ul style="list-style-type: none"> • Thesis (U4SM) Student Registry system • Midland HR iTrent HR/Payroll system • Canvas VLE (Learn) • Asimut 	Desirable	AF/INT
Personal Attributes	Excellent problem-solving skills	Essential	AF/INT
	Confidence providing excellent customer service and ability to deal effectively with staff at all levels of seniority	Essential	AF/INT
	Ability to work independently without support or supervision.	Essential	AF/INT
	Highly developed communication skills, the ability to clearly communicate and explain necessary technical information	Desirable	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 ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Technology Manager 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	This role is offered on a full time (1FTE) basis. 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. This is a hybrid working arrangement role.	
Salary	RCM Pay Scale Grade 7, incremental points 26 – 30:	
	Spine points	Full-time salary*
	26	£35,556
	27	£36,491
	28	£37,458
	29	£38,453
	30	£39,477

*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.
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 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 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 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 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 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.

Digital Team

RCM Digital delivers technology, innovation, production and digital learning and has contact with all other departments and RCM students. All members of the RCM use the services we provide and manage, many are clients for our wide range of audio-visual services or studying courses we help run and support, and some are important partners in helping us deliver our service. This makes it a lively and friendly environment where interpersonal relationships play a crucial role in making everything happen.

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 17 January 2023**

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

Interview date **Wednesday 25 January 2023**

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.

Birju Patel
Technology Manager
December 2022

