

EVENTS ADMINISTRATIVE ASSISTANT

Development

Grade 5, Full time, Permanent

Job reference number: 403-24

Applicant Information Pack

Closing date

9am Tuesday 27 August 2024

Interview date

Wednesday 4 September 2024

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Job Description

Job title	Events Administrative Assistant
Department	Development
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Events and Corporate Partnerships
Responsible for	n/a
Liaises with	<p>Internal Head of Events and Corporate Partnerships; Events Manager; Events Coordinator; Development team; Imperial College Catering team; Front of House Manager and Facilities team; Finance Department; Studios Team; Planning and Programming Team; V&O Team; Library Team; Museum Team; MarComms.</p> <p>External Donors; supporters; venue hire clients; PR and design agencies; external suppliers including catering, florists, and production companies.</p>
Job overview	<p>The Royal College of Music (RCM) Development team raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission.</p> <p>As part of our fundraising activities, the RCM Development Events team organises a range of high-level supporter events including fundraising galas. The team is also responsible for a venue hire offering following a recent £40million building development. The project has seen the creation of a new RCM Museum, two new performance spaces and the light and bright RCM Café and 1851 Courtyard.</p> <p>The Events Administrative Assistant will support the Events and Corporate Partnerships team with administration, marketing support, front line sales and exceptional customer service.</p> <p>This role is an exciting opportunity for someone keen to develop their administrative and events skills and offers hands-on career development in a spectacular arts and events venue, the Global No. 1 Institution for Performing Arts, and be part of a growing and dynamic team in the heart of South Kensington.</p>

Key Responsibilities

Development Events

- Drafting events paperwork in a timely manner; collating and accurately recording invitation responses using the Raiser's Edge database; producing guest lists and collating attendance statistics and feedback.
- Supporting the booking and coordinating of catering and other services including Facilities set-ups, ICT and Studio services and stewarding staff for Development and Venue Hire events.
- Working with other team members to collate and help produce briefing packs in advance of Development events.
- Maintaining accurate records across all elements of events.
- RCM fundraising Gala and other large scale fundraising events
 - Preparing agenda notes and minutes for preparatory meetings

- Coordinating any information on auction items, collating text and imagery, managing the auction website and supporting the delivery of prizes
- Recording and maintaining accurate information on table sales, attendance and guest biographies
- Scope for taking responsibility for ensuring the successful setup and smooth running of smaller events.

Venue Hire

- Supporting the Events Manager to ensure enquiries receive a prompt and professional response (within 24 hours), and ensure all enquiries are logged and tracked on the Events Management System (Priava)
- Drawing up venue hire confirmation paperwork; collating all necessary H&S docs including Risk Assessments and Method Statements; producing schedules and all supporting documentation for delivery of events and ensuring systems are up to date.
- Supporting with venue hire marketing activities including;
 - Support with venue hire showcase events
 - Keeping online listing content up to date
 - Implementing social media and newsletter activity
- Scope for taking responsibility for ensuring the successful setup and smooth running of smaller events.

Corporate Partnerships

- Supporting the Head of Events and Corporate Partnerships and wider Development team with all necessary administration and documentation relating to new and existing corporate partnerships.

General finance

- Producing event-related invoices and keeping records of events and corporate partnership related expenses.
- Administering Payroll for stewards and payments of performers in a timely manner.
- Managing external supplier commission ensuring monies are received in a timely manner.
- With the support of the Development Operations Assistant, administering payments for suppliers in a timely manner.
- Maintaining accurate accounts records on the Raisers Edge database and on a tracking system.

General

- Undertaking other administrative duties as required to support the wider Development team.
- Liaising with internal colleagues regarding room bookings, Studios services, Facilities and maintenance requests.

Special Factors

- Willingness to work some evenings and weekends is an essential part of this role.
- To be a team player

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
Experience	Experience in using Priava, Raiser's Edge or similar Customer Relationship / Events Management Systems	Desirable	AF, INT,
	Experience of finance systems and procedures	Desirable	AF, INT
	Experience of working in higher education, museum, arts or fundraising	Desirable	AF, INT
	Experience of managing complex admin processes in a fast-moving environment	Desirable	AF, INT
	Experience of working in events	Desirable	AF, INT
Skills & Knowledge	High level of interpersonal and communication skills, verbal and written	Essential	AF, INT
	High standard of IT skills (Microsoft Word, Excel)	Essential	AF, INT,
	Excellent time management and organisational skills, with the ability to work to deadlines of varying scales (long and short term)	Essential	AF, INT
Personal Attributes	Methodical meticulous approach; high level of accuracy and attention to detail	Essential	AF, INT,
	Commitment to high professional standards and a high level of donor and customer care	Essential	AF, INT
	Team player with enthusiastic approach to work	Essential	AF, INT
	Mature and flexible approach; ability to take initiative when required	Essential	AF, INT
	Willingness to work outside normal office hours – some evenings and weekends	Essential	AF, INT
	Interest in classical music	Desirable	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

AF = Application Form INT = Interview

The duties and responsibilities assigned to the post may be amended by the Head of Events and Corporate Partnerships, within the scope and level of the post.

Terms & Conditions

Availability	The post is available from September 2024 and the postholder should ideally be available to start as early as possible.												
Contract type	Permanent												
Hours of work	<p>This role is offered on a full time (1FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week and normal office working hours are 9.30am-5.30pm (with a one-hour lunch break), Monday to Friday. The nature of this role requires evening and weekend work, which will be compensated with time in lieu</p>												
Salary	<p>RCM Pay Scale Grade 5, incremental points 16 – 20:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>16</td><td>£30,465</td></tr><tr><td>17</td><td>£31,071</td></tr><tr><td>18</td><td>£31,784</td></tr><tr><td>19</td><td>£32,534</td></tr><tr><td>20</td><td>£33,350</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*	16	£30,465	17	£31,071	18	£31,784	19	£32,534	20	£33,350
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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.</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 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</p>

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 RCM Development department raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission. In 2015, the RCM announced plans to transform its building in the heart of South Kensington and this is a key priority of an ambitious capital campaign, More Music: Reimagining the Royal College of Music. To achieve the ambitious levels of funding required to turn this vision into a reality, the Development department was established in January 2016, bringing together the functions of Fundraising, Membership, Development Operations, Events and Alumni Relations under one department.

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 27 August 2024**

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

Interview date **Wednesday 4 September 2024**

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.

Vicky Moran
Head of Events and Corporate Partnerships
July 2024

