

# TECHNOLOGY ADMINISTRATOR

## RCM Digital

Grade 4, Full time, Permanent

Job reference number: 802-24

## Applicant Information Pack

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### Closing date

9am Monday 13 January 2025

Late or incomplete applications will not  
be submitted to the Shortlisting Panel

### Interview date

Wednesday 22 January 2025

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## Job Description

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<b>Job title</b>	Technology Administrator
<b>Department</b>	RCM Digital
<b>Grade</b>	4
<b>Hours of work</b>	Full Time (1FTE) - (Hybrid - 4 days onsite)
<b>Contract type</b>	Permanent
<b>Responsible to</b>	Deputy Technology Manager
<b>Responsible for</b>	N/A
<b>Liaises with</b>	<b>Internal</b> Students, professors and staff; Digital team managers and colleagues  <b>External</b> JISC, Managed service provider, hardware and software suppliers
<b>Job overview</b>	This is a key role within the Technology team, which is part of the RCM Digital department. RCM Digital provides and maintains a wide range of technologies and services, including IT and audio-visual production, to support all the RCM's learning, teaching and business activities. The Technology Administrator acts as the first point of contact for staff, students and professors, requiring a friendly, flexible approach and enthusiasm for helping people solve technical problems

### Key responsibilities

User support duties include:

- Acting as the first point of contact for students, staff, external users and visitors to the Technology Helpdesk, dealing with face to face, telephone and email enquiries.
- Providing first line technology support and escalating when needed, personally dealing with a pre-determined range of basic user requests and quickly passing more complex enquiries to the most appropriate team member.
- Dealing with loans of technology and audio-visual equipment for students and staff, demonstrating correct usage using pre-prepared instruction sheets and providing basic user support where necessary.
- Handling card payments for late fees for loan equipment bookings.
- Working closely with members of the Technology team to open, log, categorise, escalate and close Technology support calls through the Helpdesk system, working to processes and guidance provided by the Deputy Technology Manager.

Administrative duties include:

- Hardware asset management, including taking personal responsibility for loan equipment and consumables.
- Ensuring helpdesk & admin guides, policies, forms and technology newsletters etc, are formulated, up to date and distributed.
- Ensuring the reception desk and other public areas are kept tidy, clean and presentable.
- Assisting the Deputy Technology Manager and Technology Manager with general project administration.

- Pro-actively maintaining and updating the department's administrative systems, including booking and scheduling information and financial records. Ensure filing systems (paper and digital, including emails) are efficiently organised and kept up to date.
- Minuting meetings when required and producing information and reports.
- Co-ordinating all day-to-day accounting activity for the Technology team, ensuring that necessary invoices are raised and expenditure accurately recorded.

## 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>	APM Project Fundamentals / Prince 2 Foundation or equivalent	Desirable	AF
<b>Experience, Skills &amp; Knowledge</b>	Evidence of an excellent customer service approach, communication and relationship building skills	Essential	AF, INT
	Good working knowledge of a wide range of business and consumer technologies including Microsoft Office software, PC and Mac hardware, mobile devices and apps	Essential	AF, INT
	Experience at working both independently and as part of a team	Essential	AF, INT
	Highly organised, with strong prioritisation skills	Essential	AF, INT
	Experience using a helpdesk (service desk) system (such as CA Service Desk Management or similar)	Desirable	AF, INT
	Awareness the basic principles of audio-visual recording and production	Desirable	AF, INT
	Up to date with Technological changes	Desirable	AF, INT
	Some experience of cloud technologies such as Dropbox, Office 365, OneDrive	Desirable	AF, INT
<b>Personal Attributes</b>	Experience of using room and staff booking systems (e.g. Asimut or similar)	Desirable	AF, INT
	Demonstrable understanding and appreciation of music (including classical music), music technology and the needs of musicians	Essential	AF, INT
	Evidence of a resilient and adaptable attitude	Essential	AF, INT
	Willingness to undertake training	Essential	AF, INT
	Keenness to learn, understand, and apply new technologies	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    INT = Interview    ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Deputy Technology Manager within the scope and level of the post.

## Terms & Conditions

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<b>Availability</b>	The post is immediately available and the postholder should ideally be available to start as early as possible.												
<b>Contract type</b>	Permanent												
<b>Hours of work</b>	<p>This role is offered on a full time (1FTE) basis (Hybrid - 4 days onsite)</p> <p>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.</p>												
<b>Salary</b>	<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 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*	11	£28,008	12	£28,467	13	£29,036	14	£29,600	15	£29,838
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<b>Visas/ Right to Work in the UK</b>	<p>If you have time limited permission to work in the UK you must provide full details on your Application for Employment form.</p> <p>If you do not have permission to work in the UK but would be eligible to apply for a Visa you must state the applicable route on your Application for Employment form. We suggest you use the online tool provided by the government to explore your eligibility and options relating to Visas. <a href="#">Visa Checking Tool</a></p> <p>Some applicants including prospective professors, may wish to explore the Global Talent Visa route. Further information about endorsement for this visa can be found on the <a href="#">Arts Council</a> website.</p> <p>This is <b>not</b> a role for which the RCM will act as a sponsor for the Skilled Worker route.</p>												
<b>Immigration Advisors</b>	The HR department cannot act as immigration advisors however if you are an international student studying in the UK you can seek guidance from the <a href="#">UK Council for International Student Affairs (UKCISA)</a> . Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a <a href="#">list of approved Immigration Advisors</a> .												
<b>DBS check</b>	Not applicable for this post.												
<b>Probation</b>	The post has a six month probationary period.												

<b>Notice period</b>	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.
<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 210 hours 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.

## How to Apply

<b>Closing date</b>	<b>9am Monday 13 January 2025</b>  Applications received after the stated closing date will not be considered.
<b>Interview date</b>	<b>Wednesday 22 January 2025</b>  Shortlisted candidates will be notified in due course.  We communicate interview dates in advance to ensure candidates have adequate notice to make arrangements. Regrettably we are unlikely to be able to accommodate alternative interview dates.
<b>To apply</b>	To apply, please submit the following documents available on the RCM jobs page <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Equal Opportunities Form</li> </ul> <p>The above documents should be sent to <a href="mailto:recruitment@rcm.ac.uk">recruitment@rcm.ac.uk</a> by the stated closing date.</p> <p>We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date.</p> <p>Late Application Forms, incomplete Application Forms, Application Forms submitted in a format other than Word or PDF and CVs without an Application Form will not be accepted.</p>
<b>Alternative formats</b>	If you need to receive our recruitment 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.
<b>Interview process</b>	Interviews will take the form of a panel interview, normally comprised of three staff members however more senior positions may have larger panels. Details of the interview panel will ordinarily be included in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.  As part of the interview format you may be invited to take a brief tour of our facilities, details will be included in your interview invitation and we will be happy to accommodate accessibility requirements.  A test or presentation may form part of the interview process and details will be provided in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.

## Staff Benefits

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<b>Travel</b>	<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>
<b>Events</b>	<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>
<b>Eye tests &amp; hearing tests</b>	<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>
<b>Employee Assistance Programme</b>	<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>
<b>Professional Development</b>	<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>

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## About Us

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<b>The College</b>	<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 animateurs. 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>
<b>Staff</b>	<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>
<b>Location</b>	<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 &amp; 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**

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.

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The Royal College of Music is an Equal Opportunities employer.

Birju Patel  
Technology Manager  
December 2024

