

Scholarship Officer

Salary: £27,331 - £30,249 pa

Founded in 1882 the Royal College of Music has trained some of the most important figures in British and international music life, including composers such as Holst, Vaughan Williams and Britten; conductors such as Leopold Stokowski, Sir Colin Davis and Sir Roger Norrington; singers such as Dame Joan Sutherland, Sir Thomas Allen and Alfie Boe; instrumentalists such as James Galway, John Lill and Natalie Clein.

On 15 April 2015, the Royal College of Music (RCM), announced plans to transform its building in the heart of London's South Kensington. This is a key priority of an ambitious campaign, "More Music: Reimagining the RCM" which will seek support for its estates plans, scholarships and its community outreach.

This role will be responsible for relationship management and administration of individual and trust supporters up to £5,000 for administration of the named awards made from the RCM Scholarship Fund and Junior Department Bursary Fund, working closely with Development colleagues and liaising with donors, students and Heads of Faculty. Act as main contact for students who are in receipt of a scholarship, bursaries and prizes, and ensure excellent stewardship and communication.

The successful candidate will have a degree level education or equivalent and have experience of working in a fundraising or similar membership service environment. They will also have experience of Raiser's Edge or similar CRM database.

This is an exciting time to be joining the Development and Alumni team at the College as they embark on this ground breaking campaign.

Applications should be in the form of a CV and cover letter or supporting statement addressing the requirements of the job description and person specification. CVs submitted without a cover letter will not be considered. For further details of how to apply see the RCM website at www.rcm.ac.uk

Closing date for receipt of applications is **9am on Thursday 10 December 2015.**

Interviews will be held between **14 – 16 December 2015.**

The Royal College of Music is an equal opportunities employer.

Royal College of Music
DEVELOPMENT & ALUMNI ENGAGEMENT
SCHOLARSHIP OFFICER
JOB DESCRIPTION

Post Title	Scholarship Officer
Grade	6
Responsible to	Head of Regular Giving
Responsible for	n/a
Liases with	<p>Internal: Head of Regular Giving, Director of Development and Alumni Engagement, Development Managers, Major Gifts, Alumni and Donor Engagement, Development and Alumni Engagement team, Registry, Finance Office, Heads of Faculty, Creative Career Centre & Communications, Students</p> <p>External: Prospective and existing donors, Visiting high-profile musicians, Catering and other suppliers</p>

OVERALL PURPOSE OF JOB

Responsible for relationship management and administration of individual and trust supporters up to £5,000 for administration of the named awards made from the RCM Scholarship Fund and Junior Department Bursary Fund, working closely with Development colleagues and liaising with donors, students and Heads of Faculty. Act as main contact for students who are in receipt of a scholarship, bursaries and prizes, and ensure excellent stewardship and communication.

1. To raise income contributing to the on-going scholarship and award needs of the RCM
2. To secure gifts up to £5,000 for scholarships and steward those donors and administer the scholarship programme
3. To achieve income targets and other agreed annual objectives

MAIN DUTIES AND RESPONSIBILITIES

Scholarship Administration:

- To act as first point of contact for all matters related to the named awards scheme
- To liaise with Registry and Junior Department with regard to the smooth running of all relevant RCM scholarships, bursaries and prizes
- To maintain an up-to-date record of recipients of awards and prize-

winners, and accurate records of all external funding for awards and prizes

- Research, analyse, and compile data, and produce accurate reports from complex datasets, surveys, and software programs.

Donor Stewardship:

- To inform donors of chosen recipients and students of benefactors, and to provide relevant biographical information on award-holders if required
- To maintain regular contact with all relevant donors about their students' progress
- To organise relevant stewardship events (in liaison with Alumni & Donor Engagement and Events Team) including scholarship donor receptions and Award Holders Receptions (AHRs), including co-ordinating guest-lists, sending out invitations, liaison with internal departments and caterers, organising tickets if appropriate, compiling research notes as required and help at the events themselves
- To ensure students maintain regular contact with their donors, and ensure that all required reports are completed by the students in a timely fashion
- To compile evaluation reports and annual scholarship report for donors under £5,000 (one report to be distributed)
- To ensure all relevant donors are duly credited and stewarded – including personal contact with each donor if possible before renewal
- To process and acknowledge all relevant gifts promptly
- To respond to ad hoc requests from relevant donors e.g. assistance with tickets

Fundraising Appeals:

- To manage and facilitate smooth running of any related appeals, such as The Big Give or public appeal during the Campaign
- To maintain accurate information on relevant activity on Raiser's Edge
- To work with Alumni and Donor Engagement to ensure all gifts are processed and acknowledged promptly

Other

- To attend donor events as required
- To provide administrative support for, and undertake any reasonable tasks as requested by the Head of Regular Giving or the Director of Development and Alumni Engagement
- To steward grants made, and maintain ongoing communication with donors

- To keep accurate records of all donor contact and of all gifts or pledges made, and all correspondence
- To set ambitious, specific and measureable KPI's and achieve annual income targets as agreed with Head of Regular Giving
- To represent RCM at external events, including relevant networking groups

SPECIAL FACTORS

The nature of this role may necessitate some evening and weekend work

PERSON SPECIFICATION

Criteria	Description	Essential/Desirable	How it is to be tested
Qualifications	A relevant Degree or equivalent	E	A
Experience	Experience of working in a fundraising or similar membership service environment, with direct experience of servicing donors and dealing with members of the public	E	A/INT
Knowledge/Skills	Highly developed and demonstrable organisational and planning skills; methodical; acute attention to detail, exacting accuracy, and follow-through	E	A/INT
	Well developed and confident presentational skills (oral and written)	E	A/INT
	Ability to prioritise, meet deadlines and manage time well	E	A/INT
	Good numeracy and a general understanding of financial issues	E	A/INT
	Good IT skills; familiar with word-processing, Raiser's Edge database and spreadsheet packages	E	A/INT
Personal Attributes	Welcoming, helpful, friendly and professional manner; able to build rapport	E	A/INT
	Maintain confidentiality of work related information and materials, including information from student records	E	A/INT
	Establish and maintain effective working relationships and working in a collaborative manner	E	A/INT
	An appreciation of the arts and music, with a desire to immerse yourself in the work and culture of the Royal College of Music	E	A/INT
	Willingness and ability to travel and work outside normal office hours, including weekend and evening work	E	A/INT

	Committed to Continuing Professional Development (CPD)	E	A/INT
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Key: A=Application, INT=Interview

The duties and responsibilities assigned to the post may be amended by the Director of Development and Alumni Engagement or the Head of Regular Giving within the scope and level of the post.

The College is an Equal Opportunities employer. The College is a non-smoking environment.

**Lily Harriss
 Director of Development & Alumni Engagement
 November 2015**

Royal College of Music Scholarship Officer

Further particulars of the post

The College

The Royal College of Music provides specialised musical education and professional training at the highest international level for about 800 full-time students (undergraduate and postgraduate). Because of its worldwide reputation for excellence the College is an international community. Former students of the College hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs.

Development & Alumni Engagement

On 15 April 2015, the Royal College of Music (RCM), announced plans to transform its building in the heart of London's South Kensington. This is a key priority of an ambitious campaign, More Music: Reimagining the RCM which will seek support for its estates plans, scholarships and its community outreach.

To achieve the ambitious levels of funding required to turn this vision into a reality, the recently appointed Director of Development and Alumni Engagement has put in place a new team structure and robust development strategy. The aim is to bring Development & Alumni Engagement, at the RCM, to the same world class standard as its teaching. This will be achieved by forming a talented, skilled, motivated and committed fundraising team.

Staff

The College has over two hundred members of professorial (teaching) staff, the majority of whom are busy professionals, 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 College 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 main museums 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.

The Post

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Availability

The post is available from early 2016.

Remuneration

Grade 6 (£27,331 - £30,249 per annum)

All appointments will normally be made at the bottom of the salary range.

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 A contracting-out certificate is in force in respect of the scheme and arrangements exist for members to make additional voluntary contributions (AVCs).

Hours of work

Normal office hours at the College are from 9.30am to 5.30pm Monday to Friday. Variations in times and days are implicit in the nature of your appointment, over the course of a 35 hour official working week, and will include an element of evening and weekend work. You are officially entitled to a daily lunch break of one hour.

Paid leave entitlement

Six weeks holiday per annum, plus public holidays.

Season tickets

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 College. The loan will be repayable by deduction from salary over the period of the duration of the season ticket or on leaving the employment of the College, if earlier.

Smoking policy

The College has a no smoking policy in its offices.

Lily Harriss
Director of Development & Alumni Engagement
November 2015