

# WELCOME DESK ASSISTANT (WEEKENDS ONLY)

Museum

Grade 4, Part time (0.4FTE), Permanent

Job reference number: 101-23



## Applicant Information Pack

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### Closing date

9am Friday 3 February 2023

### Interview date

Monday 20 February 2023

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## Job Description

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<b>Job title</b>	Welcome Desk Assistant (Weekends only)
<b>Department</b>	Museum
<b>Grade</b>	4
<b>Hours of work</b>	0.4 FTE (2 days per week)
<b>Contract type</b>	Permanent
<b>Responsible to</b>	Museum Administrator
<b>Responsible for</b>	Volunteers
<b>Liaises with</b>	<p><b>Internal</b> Museum team; Staff, professors and students; Estates Management team; Facilities Supervisor; Facilities Officers; Customer Services Team; Maintenance Team</p> <p><b>External</b> Members of the public</p>
<b>Job overview</b>	<p>The RCM Museum holds more than 14,000 instruments, portraits, images and engravings dating from the late 15th century to the present day, some of which are the earliest known examples of their kind. As part of a £3.6 million National Lottery Heritage Funded project, the Museum collection has been greatly enhanced and revitalised in a suite of purpose-built spaces that include accessible permanent display and temporary exhibition galleries, a 'hands-on' discovery area, a climate-controlled performance space and a dedicated research facility.</p> <ul style="list-style-type: none"><li>• To greet and welcome all users and visitors to the Museum.</li><li>• To assist with questions and enquiries in person, over the phone and by email.</li><li>• To support the day to day running of the Museum shop, including opening/closing procedures, stocking shop display, managing sales through Spektrix, and processing/fulfilling online orders.</li><li>• To assist in maintaining a safe and secure environment in the Museum, including opening/closing procedures, monitoring health and safety regulations and supervising volunteers.</li><li>• To assist with relevant events and other activities as required.</li></ul>

### Key Responsibilities

- To take a proactive role in supporting the day-to-day management of all activities relating to the Museum, including opening/closing procedures, managing individual and group bookings, and facilitating shop sales.
- To greet and welcome all visitors to the Museum in a professional and helpful way.
- To assist visitors with any queries or requests, providing efficient solutions where possible.
- To assist visitors, audiences and members of the public with enquiries or requests, ensuring high levels of customer service at all times.
- To have a working knowledge of the College's security systems and procedures, including CCTV viewer and access control systems.
- To deal with complaints and difficult situations in a calm and professional way, resolving any issues where possible, or escalating the issue along the appropriate channels.
- To support the efficient day to day running of the shop, including opening/closing procedures and till cover.
- To process and fulfil online orders.
- To ensure an accurate and thorough approach to all payment processing.

- To maintain high standards on the shop floor through effective visual merchandising, stock replenishment and housekeeping.
- To assist with rolling stock checks and bi-annual stocktakes, process incoming and outgoing stock efficiently, keeping storage areas organised and secure.
- To take responsibility for specific administrative tasks as required.
- To be a core part of the emergency response team and procedures, including first aid, evacuation and fire alarm activation.
- To raise incident reports for incidents witnessed or reported to the Welcome Desk.
- To fulfil any other necessary tasks that falls within the remit of the post.

## 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>	Level 2 qualification in literacy and numeracy (GCSE/NVQ Level 2) or equivalent	Essential	AF
	First Aid certificate (or willing to be trained)	Essential	AF, INT
	Fire Marshall training (or willing to be trained)	Desirable	AF, INT
	Confident using Microsoft Office package	Essential	AF, INT
<b>Experience, Skills &amp; Knowledge</b>	Experience in customer service, front of house or a similar customer facing role.	Essential	AF, INT
	Diligence and compliance in security matters and health and safety regulations.	Essential	AF, INT
	Excellent administration and organisational skills	Essential	AF, INT
	Excellent communication skills	Essential	AF, INT
	Proficiency in MS Office Suites	Essential	AF, INT
	Experience in cash handling and till work	Essential	AF, INT
	Ability to unpack deliveries and move stock between locations	Essential	AF, INT
	Ability to identify and proactively solve problems	Essential	AF, INT
	Experience of working with financial figures in an administrative capacity	Desirable	AF, INT
	Experience of working with EPoS systems and online retail platforms	Desirable	AF, INT
Experience working or volunteering in a museum or other cultural sector setting	Desirable	AF, INT	
<b>Personal Attributes</b>	Excellent team-working and communication skills	Essential	INT
	Professional approach to customer service	Essential	INT
	Proactive and quick to respond to requests	Essential	INT

Able to deal with complaints and issues in an efficient and effective way.	Essential	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 Curator within the scope and level of the post.

## Terms & Conditions

<b>Availability</b>	The post-holder should ideally be available to start from 13 March 2023.												
<b>Contract type</b>	Permanent												
<b>Hours of work</b>	<p>This role is offered on a part time (0.4FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week. Normal working hours for this position are 10.30am-6.30pm (with a one-hour lunch break) on Saturdays and Sundays. Occasional flexible working hours may be required; as the Museum is open to the public 6 days a week, cross-over and some work during the week (Tue-Fri) may be required (e.g. when providing cover for other Welcome Desk Assistant)</p>												
<b>Salary</b>	<p>RCM Pay Scale Grade 4, incremental points 11 – 15:</p> <table border="1"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>£25,413</td> </tr> <tr> <td>12</td> <td>£25,830</td> </tr> <tr> <td>13</td> <td>£26,346</td> </tr> <tr> <td>14</td> <td>£26,858</td> </tr> <tr> <td>15</td> <td>£27,330</td> </tr> </tbody> </table> <p>*inclusive of London Weighting allowance  **as this is a part-time post, the postholder will receive a proportion of the full-time salary</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	£25,413	12	£25,830	13	£26,346	14	£26,858	15	£27,330
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<b>Work permit</b>	<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>												

<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>	<p>Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays.</p> <p>Part time staff will receive a pro rata entitlement for annual leave.</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

<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>	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
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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 amateurs. 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.

**Department / Faculty** The Museum was founded in 1892 and we now preserve a vast range of instruments, portraits, engravings, sculptures and photographs, which offer unique insights into musical practices across the ages. Music in London in the 18th and 19th centuries are particularly well represented, including examples from private performances and music for the stage.

Highlights from the collection include the earliest known guitar in the world, the earliest stringed keyboard instrument and the best-known portraits of Joseph Haydn and Farinelli.

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## How to Apply

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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 3 February 2023

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

**Interview date** Monday 20 February 2023

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.

Professor Gabriele Rossi Rognoni, HonRCM  
Chair of Material Culture and Music  
Curator & Chair of Music and Material Culture  
January 2023

