

REGISTRY ASSISTANT (SCHEDULING)

Registry

Grade 5, Full time, Fixed Term (Maternity Cover)

Job reference number: 102-23

Applicant Information Pack

Closing date

9am Thursday 16 February 2023

Interview date

Wednesday 1 March 2023

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Job Description

Job title	Registry Assistant (Scheduling)
Department	Registry
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Fixed Term (Maternity Cover)
Responsible to	Registry Information & Systems Manager
Responsible for	NA
Liaises with	<p>Internal Students, professors, Heads of Faculty, Faculty administrators, Academic Registrar, Registry Admissions Team, Registry Programmes Team, Estates and Facilities staff, External Events team, ICT/Digital staff, Heads of Academic Programmes, Artistic Director, Performance & Programming staff, Catering staff, Library staff</p> <p>External External service providers (e.g. Asimut, Transport for London), Counterparts in other institutions, Former students</p>

Job overview	<p>The Registry Assistant (Scheduling) is responsible for the day-to-day operational administration of Asimut, the RCM's room-booking and timetabling system, acting as key contact for staff and student users. In addition to the booking of regular and ad hoc teaching and practice rooms for students and professors, the Registry Assistant (Scheduling) supports the scheduling of the academic classes in conjunction with Registry colleagues and academic Heads of Programmes. The Registry Assistant (Scheduling) also provides support to the Registry Programmes team, in addition to providing a wide range of administrative assistance to other members of the Registry team and administrative services to students.</p>
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Key Responsibilities

Asimut

1. To be responsible for the day-to-day operational administration of Asimut at the RCM.
2. Alongside the RCM's designated Local Support Agent for Asimut, the post-holder will support Asimut system testing developments and enhancements.
3. To provide a first level support for users of Asimut and liaise with key users on their specific operational requirements as well as trouble-shooting and resolving any issues arising.
4. To support the maintenance of the RCM's protocols pertaining to room usage, to ensure they are fit for purpose, observed and reviewed annually.
5. To develop a working understanding of the RCM's space resources and usage requirements in order to ensure that rooms are utilised to their maximum efficiency.

Training

6. To support the preparation and presentation of introductory sessions on the use of Asimut and the Asimut terminals to new students during Induction Week and any other points in the year when new students come to the RCM.

7. In conjunction with Registry colleagues and the RCM's Digital team to review and update the suite of Asimut training videos for staff and students.

Timetabling & Scheduling

8. To support the creation and management of the academic timetable on Asimut in consultation with Registry colleagues, Heads of Programmes, Area and Programme Leaders, ensuring that the RCM's space resources are managed and utilised to the maximum efficiency and meet the needs of RCM programme delivery. The academic programme is planned well in advance of the academic year and maintained and modified as required to meet the requirements of the academic staff delivering the programme.
9. To liaise with the RCM's professorial staff in the scheduling and day-to-day management of their room bookings to facilitate the delivery of the 1-1 teaching. This will include making alterations, amendments and cancellations as they arise.
10. The post-holder will assist professors in the scheduling of their room bookings up to one term in advance and help in making alternative arrangements where first choices are not possible.
11. To assist students with any issues arising from their room bookings and to make bookings for chamber ensembles on behalf of students.
12. To assist the Admissions Officer and the Examinations Administrator in the scheduling of the RCM's auditions and examinations, advising on suitable locations for examining, auditioning and warm-up.

Registry

13. To work alongside colleagues in the Registry Programmes Team (two Registry Programme Administrators and an Examinations Administrator) including module enrolment, assessment mark entry using the Registry Student Records System and the processing of assessment reports.
14. To oversee the annual updating of the instrumental syllabuses in conjunction with Heads of Faculty.
15. In conjunction with the Registry Programmes Team, to prepare, print and seal the degree certificates for the RCM's Graduation Ceremonies held in July each year. To also be responsible for the production of replacement certificates and transcripts for former students, and for the update and maintenance of the on-line payment facilities.
16. To be the RCM's contact person for the administration of the Transport for London 18+ Oyster Card scheme on behalf of RCM students and to certify students' attendance and withdrawals on their programmes.
17. To manage the annual preparation of new students' files and to prepare the files of former students for archiving, including identifying the documents to be retained and those that may be securely destroyed in accordance with the RCM, data retention policies.
18. To arrange the scheduling of tours of the RCM for visitors and prospective students, update the relevant web pages and to recruit, train and authorise the payment to students employed as tour guides. To deal with all enquiries concerning tours of the RCM and, where appropriate, to arrange tours tailored for specific groups of prospective students.
19. To prepare and dispatch letters for confirmation of study and student status for the purposes of opening bank accounts, applications for council tax exemption, applications for funding support etc. following requests by current and former students.
20. To liaise with the Library in the verification of former students' awards and periods of study following request for confirmation.
21. To act as office manager, ensuring the smooth running of the department including ensuring adequate stationery provisions, direction of mail etc.
22. To act as first point of contact for the queries forwarded to the Registry from other colleagues.
23. To assist with general maintenance of data on the Registry Student Records System to support accurate data provision, for statutory reporting purposes etc.

Person Specification

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications	Educated to degree level or equivalent professional experience	Essential	AF
Experience, Skills & Knowledge	Experience of a higher education environment, either as a student or staff member	Essential	AF
	Experience of dealing with a wide range of demanding individuals and of resolving problems quickly and calmly	Essential	AF/INT/ST
	Experience of being administratively self-sufficient and accustomed to exercising initiative	Essential	AF/INT
	Experience of prioritising and ability to balance a diverse workload while working with precision	Essential	AF/INT
	Excellent IT skills; experience of using databases and MS Office applications	Essential	AF/INT
	Experience of using Asimut	Desirable	AF
Personal Attributes	Excellent written and oral communication skills and a high level of tact and diplomacy	Essential	AF/INT
	Proven organisational and time-keeping skills	Essential	AF/INT
	Commitment to working as part of a team	Essential	AF/INT
	Practical knowledge of western classical music	Desirable	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 Registry Information & Systems 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	Fixed-Term (Maternity Cover)
Hours of work	<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> <p>The RCM Registry is currently operating a hybrid working policy, but all team members are expected to attend College regularly and be on site for key College events and operational</p>

periods, including but not limited to: Induction Week, Admissions Committees, audition results and data processing periods, the annual Open Day, Graduation.

Some additional working hours may also be required of the postholder to support key activities during peak periods, notably enrolment (mid - September) and examinations/Graduation (June – early July), with time off in lieu during quieter periods.

Salary

RCM Pay Scale Grade 5, incremental points 16 – 20:

Spine points	Full-time salary*
16	£27,904
17	£28,459
18	£29,112
19	£29,798
20	£30,546

*inclusive of London Weighting allowance

**if a part-time post, the postholder will receive a proportion of the full-time salary

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. This is not a role for which the RCM will act as a sponsor for a visa application.

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 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 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**

Led by the Academic Registrar, the Registry deals with all aspects of admissions and student administration for the RCM's tertiary programmes: from enquiries, application, audition and enrolment to assessment, progression and graduation. As well as all aspects of programme administration, the Registry manages the College's online practice room booking system, and provides support to students seeking advice on a wide range of subjects, including international student support.

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 Thursday 16 February 2023**

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

Interview date **Wednesday 1 March 2023**

There will be a presentation 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.

Elly Taylor
Academic Registrar
January 2023

