

MUSEUM ADMINISTRATOR

Museum

Grade 5, Full time, Permanent

Job reference number: 105-23

Applicant Information Pack

Closing date

9am Tuesday 28 February 2023

Interview date

Week commencing Monday 13 March 2023

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Job Description

Job title	Museum Administrator
Department	Museum
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Curator
Responsible for	Volunteers and Welcome Desk staff
Liaises with	<p>Internal Museum team; Librarian; Estates Project Manager; Head of Finance; Heads of Faculties; Estates department and facilities staff; Events and Development; Performance & Programming; RCM staff, professors and students</p> <p>External Members of the public; Other music-related collections; Other universities and colleges; Arts Council England (ACE); National Lottery Heritage Fund; Arts & Humanities Research Council (AHRC)</p>
Job overview	To support the Museum of Music in line with College and Collections priorities under the direction of the Curator of Musical Instruments, undertaking a key administrative role as the museum prepares to reopen to the public following a major capital redevelopment project.

Key Responsibilities

- To undertake administrative tasks, including responding to/redirecting general enquiries relating to material in the collections, scheduling group and school bookings in discussion with the team, forwarding requests for reproduction of images, technical drawings and those related to archival material.
- To take a proactive role in supporting the day-to-day management of Museum activities and projects, including accounting and financial administration, calendar/diary management, taking minutes of meetings and playing a key role in the coordination and communication of all parties involved.
- To assist the Curator in administering the departmental finances, including processing invoices and maintaining budget records.
- To work with the Curator, the RCM Finance team, and the Development Department to ensure grant claims and project progress reports are coordinated and administered appropriately.
- Support the Curator with Accreditation documentation and maintaining museum procedural documents and policies.
- To ensure the smooth running of the museum during opening hours, implementing clear operations procedures and updating these when necessary.
- To coordinate the Museum's volunteer rota; and to oversee the recruitment, training and communications relating to volunteers and student placements.
- To line manage Welcome Desk Assistants and provide cover for the Welcome Desk during lunch breaks and/or illnesses.
- To oversee the efficient management of the Museum shop, including stock management, EPoS system management, staff training for the Welcome Desk, and sales analysis and reporting.
- To maintain records relating to Museum storage access and use.
- To coordinate both internal and external loan requests.
- Act as Secretary to the museum-related committees, preparing and distributing papers for meetings and taking minutes.

- To carry out other such duties as the Curator might reasonably require, consistent with the grade 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
Qualifications	Degree educated in museum studies or music.	Desirable	AF, INT
	Experience within a museum environment gained during a first degree or masters level education.	Desirable	AF, INT
Experience, Skills & Knowledge	Experience in a project coordination and support role.	Essential	AF, INT
	Familiarity with the ACE Accreditation standard gained within an administrative role in an accredited museum.	Essential	AF, INT
	Excellent administration and organisational skills	Essential	AF, INT, ST
	Excellent communication skills	Essential	AF, INT, ST
	Proficiency in MS Office Suites including Microsoft Excel	Essential	AF, INT
	Attention to detail, being able to work in a structured way, with high levels of accuracy.	Essential	AF, INT
	Experience of committee management	Desirable	AF, INT
	Previous experience of working with databases or collections management software, eg. Adlib.	Desirable	AF, INT
	Qualifications and/or experience in arts administration or events management	Desirable	AF, INT
	Knowledge or experience of the Higher Education sector.	Desirable	AF, INT
	Awareness of intellectual property rights.	Desirable	AF, INT
	Experience in customer service, front of house or a similar customer facing role.	Desirable	AF, INT
	Experience of working with EPoS systems and online retail platforms.	Desirable	AF, INT
	Buying and sourcing experience in a retail environment and/or for a cultural venue.	Desirable	AF, INT
	Experience of recruiting and managing volunteers.	Desirable	AF, INT
	Diligence and compliance in security matters and health and safety regulations.	Essential	AF, INT
	Experience of working with financial figures in an administrative capacity.	Essential	AF, INT, ST
Ability to identify and proactively solve problems.	Essential	AF, INT	
Experience of working with external funders such as the Heritage Lottery Fund.	Desirable	AF, INT	

Personal Attributes	Ability to relate well to colleagues and work well as a member of a team.	Essential	INT
	Ability to cope well under pressure.	Essential	INT
	Good communicator, orally and in writing.	Essential	AF, INT
	Ability to think analytically and strategically.	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

Availability	The post is immediately available 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 9.00am-5.00pm (with a one hour lunch break), Monday to Friday. Occasional flexible working hours and rare weekend work may be required</p>												
Salary	<p>RCM Pay Scale Grade 5, incremental points 16 – 20:</p> <table border="1"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>16</td> <td>£27,904</td> </tr> <tr> <td>17</td> <td>£28,459</td> </tr> <tr> <td>18</td> <td>£29,112</td> </tr> <tr> <td>19</td> <td>£29,798</td> </tr> <tr> <td>20</td> <td>£30,546</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	£27,904	17	£28,459	18	£29,112	19	£29,798	20	£30,546
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Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.												

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 (equivalent to 30 days) 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	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
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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.

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 28 February 2023**

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

Interview date **Week commencing Monday 13 March 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. 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.

Gabriele Rossi Rognoni

Curator

February 2023

