

OPERATIONS SUPERVISOR

Estates & Facilities

Grade 6, Full time, Permanent contract

Job reference number: 200-26



Applicant Information Pack

Closing date

9am Monday 16 February 2026

Interview date

Wednesday 25 February 2026

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

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Job Description

Job title	Operations Supervisor
Department	Estates & Facilities
Grade	6
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Project & Operations Manager, Facilities & Operations Manager
Responsible for	N/A
Liaises with	Internal Estates & Facilities, all RCM departments External Contractors, suppliers, visitors, audience members
Job overview	A key, customer-facing and administrative role within the Estates & Facilities Team, providing fluid and efficient supervision of a range of Facilities, Front of House and Customer Service operations and relevant teams. Capable of supporting every facet of the Estates department with day-to-day operations, including serving as building Duty Manager for the campus. To respond to all emergencies in a professional, competent manner, ensuring the general security and safety of the College and its users.

Key Responsibilities

These include:

Front of House; Box Office

- To provide the highest level of customer service and care to all RCM patrons, including audience members, visitors, staff and students; managing the Box Office phone system, assisting with any enquiries or requests, providing efficient solutions where possible or escalating to the relevant department
- To act as an ambassador for the college, encouraging engagement from visitors, potential students and customers
- Assisting with operating the Box Office ticketing system (currently Spektrix), including assisting with booking event tickets, answering queries in-person or by telephone; maintaining and troubleshooting all elements of the ticketing system
- Maintaining databases in accordance with the latest data protection guidance; accounting, invoicing and analysing sales data and providing reports; liaising closely with internal departments, including Development & Alumni Engagement Relations, MarComms, Registry and Junior Department
- Issuing and returning tickets, contracting bookers in the event of programme changes
- Facilitating merchandise sales and associated stock taking and sales reports
- To be responsible for specific administrative and practical duties allocated to you by the Projects & Operations Manager
- Provide training of Box Office Casuals and RCM Stewards
- To lead in the concert season event building process and cover the box office duties together with or in place of the Box Office & Venue Operations Officer in their absence and after any necessary training.

- To cover front of house duties together with or in place of the House Manager in their absence and after any necessary training. To work in conjunction with the House Manager to assist with the rota.
- Maintaining the appearance of the front of house stations, ensuring they are always presentable, safe and secure, fixing any issues or raising with the relevant departments
- To be responsible for specific administrative and practical duties allocated to you by the Projects & Operations Manager
- To fulfil any other necessary tasks that fall within the remit of the post including monthly rota for casual workers and completing monthly payroll.

Estates Operations

- Attend meetings to represent Estates operations
- Undertake projects relating to operational improvements on campus
- Assist with procedural reviews and operational exercises such as data collection and campus audits
- Administrative tasks relating to Estates operations including preparing, monitoring and liaison contact for the catering opening hours in coordination with campus opening and events on site.

Facilities

- Supervising and leading the Facilities team on shift, ensuring all jobs, requests and day-to-day duties are carried out to a high standard
- To work regular Facilities Supervisor shifts to keep on top of all up-to-date procedures
- To assist in covering annual leave or sickness amongst the Facilities Supervisors, which may require some adjustment to working days or hours; if falling across a weekend, then this would be compensated with either time-off-in-lieu (TOIL) or overtime
- Ensuring completion of all room sets-ups, decants and equipment moves as required, receiving jobs via email, radio and verbal instruction; using email and Asimut (event and room booking system) to retrieve, assess and plan job requests, and ensure these requests are allocated efficiently amongst the team
- To act as Duty Manager of the College, being responsible for College operations outside of regular office hours; ensuring our premises licence is strictly adhered to at all times
- To ensure a high standard of housekeeping is maintained across the college, including all rooms, corridors and communal areas; providing regular feedback to the Facilities & Operations Manager in order to highlight deficiencies or areas of improvement
- To ensure there is adequate cover for the front desk, reception and security operations, being prepared to take a turn in one of these public-facing roles
- Dealing with complaints and difficult situations in a calm and professional way, resolving any issues where possible or escalating through the appropriate channels
- To undertake training and instruction as necessary in order to ensure up-to-date knowledge of maintenance and safety regulations; ensure all relevant incident reports are completed for incidents arising during your shift; provide training to members of the Facilities team as and when required
- To liaise with and assist contractors, service engineers and other external suppliers in respect to the smooth running of College business
- To have a working knowledge of all College security systems, including access control, CCTV and intruder alarms; to be a licensed CCTV operator, retrieving and downloading footage when requested for investigation purposes, in line with the College's CCTV and GDPR policies
- To be an integral, front-line, first responder to a variety of incidents, including fire alarm activations, first aid calls and invacuations (lockdowns)

- To ensure an accurate and effective handover at the beginning and end of each shift between other Facilities Supervisors and/or security personnel
- To be responsible for specific administrative and practical duties and projects allocated to you by the Facilities & Operations Manager
- To manage and administer to all parking and delivery requests on site
- To manage all aspects of student and staff locker provision: any queries, monitoring stock and distributing lockers on request, key retrieval and refunds at year-end, ordering replacement keys
- To fulfil any other necessary tasks that fall within the remit of the post, including research, analysis, placing orders, improving spaces and making processes more efficient, etc.

Special Factors

Shift pattern:

The post holder will be required to work a shift pattern. This is available in advance and includes some weekend work on a rota basis. Shift patterns will include: AM, Mid, PM on weekdays and some weekend shifts and will include duty management responsibilities. A shift allowance is paid by the College to remunerate the post holder for these hours.

This is a full-time role based onsite, for operational reasons this is not a role for which a hybrid working pattern can be accommodated.

Training needs:

Training will be provided by the College to ensure that the post holder remains up to date in the following areas:

- Manual Handling
- First Aid training
- Health & Safety training
- Fire, safety and security responsibilities – SIA, CCTV
- Use and application of core IT services
- Personal licence holder
- House management training
- Switchboard operation
- Box office ticketing system (currently Spektrix)

Dress code:

The post holder is required to adhere to a dress code while working on the reception desk, including Facilities uniform whilst acting as Duty Manager and smart all black clothing whilst acting as House Manager. The dress code is smart work attire (no jeans, sportswear or leggings), smart shoes (no trainers or casual shoes) and to be well presented. For special events, the post holder will be expected to wear formal business attire (for example: a suit and tie; a trouser suit; a pencil skirt and blazer; a work dress and jacket).

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, Knowledge & Skills	Good standard of literacy and numeracy, e.g. to A-level standard or equivalent	Essential	AF
	IOSH or other relevant Health and Safety Qualification and willingness to undertake training	Desirable	AF, INT
	Previous experience of manual handling and willingness to undertake training	Essential	AF, INT
	Thorough understanding of the requirements of a first aider in a public environment and managing emergency situations	Essential	AF, INT
	Previous experience and understanding of fire marshall duties	Essential	AF, INT
	Excellent IT skills, including database administration	Essential	AF, INT
	Confident using Outlook email and Microsoft Office software	Essential	AF, ST
	Confident using Spektrix or other box office ticketing software	Essential	AF, INT
Experience	Strong customer service experience	Essential	AF, INT
	Experience supervising a team or process	Essential	AF, INT, ST
	Experience and understanding of the responsibilities of a Duty Manager	Essential	AF, INT
	Experience and understanding of the responsibilities of a House Manager	Desirable	AF, INT
	Experience in facilities or security operations	Essential	AF, INT
	Experience handling musical instruments or fragile objects	Desirable	AF, INT
	Experience of analysing and presenting data	Essential	AF, INT
	Experience in a Higher Education institute	Desirable	AF, INT
	Experience working in an arts institution or venue	Desirable	AF, INT
Personal Attributes	Positive and professional approach to customer service; a confident communicator with excellent communication skills	Essential	AF, INT
	Organisation and ability to prioritise a busy workload	Essential	AF, INT, ST
	Ability to work well under pressure and in emergency situations	Essential	AF, INT, ST
	Ability to make considered decisions and, where necessary, take emergency action; proactive and quick to respond to requests	Essential	AF, INT, ST
	Ability to work effectively as part of a team	Essential	AF, INT, ST
	Administratively self-sufficient and accustomed to exercising initiative	Essential	AF, INT
	Ability to make considered decisions and, where necessary, take emergency action; proactive and quick to respond to requests	Essential	AF, INT
	Ability to deal with complaints and issues in an efficient and effective way	Essential	AF, INT

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Facilities & Operations Manager and/or Projects & Operations 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	Permanent												
Hours of work	<p>This role is offered on a full time (1FTE) basis.</p> <p>This is a full-time role based onsite, for operational reasons this is not a role for which a hybrid working pattern can be accommodated.</p> <p>The post holder will be required to work a shift pattern. This is available in advance and includes some weekend work on a rota basis. Shift patterns will include: AM, Mid, PM on weekdays and some weekend shifts and will include duty management responsibilities. A shift allowance is paid by the College to remunerate the post holder for these hours.</p>												
Salary	<p>RCM Pay Scale Grade 6, incremental points 20 – 24:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>20</td><td>£34,350</td></tr><tr><td>21</td><td>£35,173</td></tr><tr><td>22</td><td>£36,069</td></tr><tr><td>23</td><td>£37,006</td></tr><tr><td>24</td><td>£37,968</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*	20	£34,350	21	£35,173	22	£36,069	23	£37,006	24	£37,968
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Visas/ Right to Work in the UK	<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. Visa Checking Tool</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 Arts Council website.</p> <p>This is not a role for which the RCM will act as a sponsor for the Skilled Worker route.</p>												
Immigration Advisors	<p>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 UK Council for International Student Affairs (UKCISA). Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a list of approved Immigration Advisors.</p>												

DBS check	Any appointment will be subject to satisfactory DBS clearance at the Enhanced level (child workforce).
Probation	The post has a six month 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	<p>Full time staff are entitled to 210 hours 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>

How to Apply

Closing date	<p>9am Monday 16 February 2026</p> <p>Applications received after the stated closing date will not be considered.</p>
Interview date	<p>Wednesday 25 February 2026</p> <p>Shortlisted candidates will be notified in due course.</p> <p>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.</p>
To apply	<p>To apply, please submit the following documents available on the RCM jobs page</p> <ul style="list-style-type: none"> • Application Form • Equal Opportunities Form <p>The above documents should be sent to recruitment@rcm.ac.uk 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>
Alternative formats	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.
Interview process	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

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	<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>
Eye tests & hearing tests	<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>
Employee Assistance Programme	<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>
Professional Development	<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>

About Us

The College	<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 2025 QS World University Rankings by Subject. The College has held this world-leading place in Performing Arts for four successive years, while Music is a new subject introduced to the rankings in 2024.</p>
Staff	<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</p>

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.

Estates & Facilities

The Estates & Facilities department provides a key function in supporting the College's core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and all aspects of Health, Safety and Environment.

The Royal College of Music is an Equal Opportunities employer.

Aida Berhamovic
Director of Estates
February 2026

