

FACILITIES SUPERVISOR

Estates & Facilities

Grade 6, Full time, Fixed term (6 months)

Job reference number: 203-26



Applicant Information Pack

Closing date

9am Tuesday 22 September 2026

Interview date

Thursday 1 October 2026

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

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Job Description

Job title	Facilities Supervisor
Department	Estates and Facilities
Grade	6
Hours of work	Full Time (1FTE)
Contract type	Fixed term for 6 months
Responsible to	Facilities and Operations Manager
Responsible for	No direct reports
Liaises with	Internal All staff and students; Estates & Facilities staff; Reception staff; Maintenance staff; All other departments External Visitors to the College; Imperial College security staff; Providers of services and their representatives; Contractors

Overall Job Purpose

- To supervise and lead the facilities team on shift, ensuring all assigned tasks are completed.
- To support the smooth running of the College through facilitating the general operations.
- To act as duty manager of the College.
- To respond to emergencies in a professional manner.
- To ensure the general security and safety of the College and its users.
- To provide general assistance throughout all College departments and sites as required within the remit of the post.
- To manage a designated area of facilities operations as determined by the Facilities & Operations Manager

Facilities Supervisor

- To supervise and lead the facilities team on shift, ensuring all jobs, requests and day to day duties are carried out to a high standard.
- To use email, Asimut (event and room booking system) and CAFM (computer aided facilities management system) to retrieve job requests, and ensure these requests are allocated to the relevant members of the team.
- To act as duty manager of the college, being responsible for college operations outside of regular office hours.
- To be responsible for the day-to-day supervision of Facilities Officers on shift and/or Customer Service Assistants. Escalating any queries or issues to the Facilities and Operations Manager as required. Where appropriate, assisting the Facilities and Operations Manager with meetings and appraisals.
- To organise, assign and facilitate requests from students, staff and professors.
- To complete room sets-ups, decants and equipment moves as required.
- To supervise and assist with the movement of large keyboard and percussion instruments for classes, rehearsals and concerts.
- To ensure a high standard of housekeeping is maintained across the college, including all rooms, corridors and communal areas.

- To lead and manage an area of facilities operations allocated to you by the Facilities & Operations Manager. This could be:
 - Team Coordinator
 - Security Coordinator
 - Customer Service Coordinator
 - Orchestral Logistics Coordinator
- To ensure there is adequate cover for the front desk, reception and security operations, being prepared to take your turn in one of these public facing roles.
- To respond or escalate any complaints that arise while on shift.
- To be responsible for specific administrative and practical duties assigned to you.
- To note and respond to electronic information and instruction as well as traditional written and verbal instruction.
- To undertake training and instruction as necessary to ensure up-to-date knowledge of maintenance and safety regulations.
- 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 alarm.
- To ensure our premises licence is strictly adhered to at all times.
- To understand and implement regular safety patrols and fire walks.
- 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 all relevant incident reports are completed for incidents arising during your shift.
- To record and report all safety matters, taking action when appropriate to ensure the continued safety and security of the College, its students, staff and visitors.
- To train the officers if required.
- To undertake minor maintenance tasks, when appropriate, within the remit of the post and after any necessary training.
- To cover front of house duties in the House Manager's absence after any necessary training.
- To be a trained CCTV operator, retrieving and downloading footage when requested for investigation purposes, in line with the College's GDPR policy.
- To fulfil any other necessary tasks that fall within the remit of the post.

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. A shift allowance is paid by the College to remunerate the post holder for these hours.

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
- Use and application of core IT services
- Licencing responsibilities

Uniform:

The post holder is required to wear a uniform supplied by the College in accordance with published standards at all times whilst on duty.

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	IOSH or other relevant Health and Safety Qualification	Desirable	AF
	Manual Handling training	Essential	AF, INT
	First Aid certificate	Desirable	AF, INT
	Fire Marshall training	Desirable	AF, INT
Experience	Confident using Outlook email	Essential	AF, ST
	Experience supervising a team or process	Essential	AF, INT
	Experience handling musical instruments or fragile objects	Desirable	AF, INT
	Experience in facilities or security operations	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	Professional approach to customer service and excellent communication skills	Essential	AF, INT
	Organisation and ability to prioritise tasks	Essential	AF, INT
	Ability to work well under pressure and in emergency situations	Essential	AF, INT
	Ability to supervise and lead a team	Essential	AF, INT
	Ability to work as part of a team	Essential	AF, INT
	Ability to make considered decisions, and where necessary take emergency action	Essential	AF, INT
	Proactive and quick to respond to requests	Essential	AF, INT

AF = Application Form INT = Interview

The duties and responsibilities assigned to the post may be amended by the Facilities and Operations Manager within the scope and level of the post.

Terms & Conditions

Availability	Available immediately, applicants should ideally be available to start as early as possible.												
Contract type	Fixed term for 6 months.												
Hours of work	This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week. The post holder will be required to work a shift pattern. This is available in advance and includes some weekend work. In addition, weekend working will be required on a rota basis, for which time off in lieu will be given during the week.												
Salary	RCM Pay Scale Grade 6, incremental points 20 – 24: <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>20</td><td>£35,381</td></tr><tr><td>21</td><td>£36,228</td></tr><tr><td>22</td><td>£37,151</td></tr><tr><td>23</td><td>£38,116</td></tr><tr><td>24</td><td>£39,107</td></tr></tbody></table> *inclusive of London Weighting allowance 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. As this nature of this role requires shift work, the postholder will receive a shift allowance which is currently £4,886 per annum.	Spine points	Full-time salary*	20	£35,381	21	£36,228	22	£37,151	23	£38,116	24	£39,107
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Visas/ Right to Work in the UK	If you have time limited permission to work in the UK you must provide full details on your Application for Employment form. 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 This is not a role for which the RCM will act as a sponsor for the Skilled Worker route.												
Immigration Advisors	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.												
DBS check	Any appointment will be subject to satisfactory DBS clearance at the Enhanced level (child workforce).												

Probation	The post has a three 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	Full time staff are entitled to 210 hours 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.

How to Apply

Closing date	9am Tuesday 22 September 2026 Applications received after the stated closing date will not be considered.
Interview date	Thursday 1 October 2026 Shortlisted candidates will be notified in due course. 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.
To apply	To apply, please submit the following documents available on the RCM jobs page • Application Form • Equal Opportunities Form The above documents should be sent to recruitment@rcm.ac.uk by the stated closing date. We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date. 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.
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	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 offer a Cycle to Work Scheme via CycleScheme.
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 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 No. 1 institution in the UK and Europe, and second globally, for both Music and Performing Arts in the 2026 QS World University Rankings by Subject. The College has held global first and second positions in Performing Arts for five successive years, while Music is a new subject introduced to the rankings in 2024.
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.

The Royal College of Music is an Equal Opportunities employer.

David Adams
Facilities and Operations Manager
September 2026

