

OPERA ASSISTANT

Vocal and Opera

Grade 5, Full time, Permanent

Job reference number: 301-24

Applicant Information Pack

Closing date

9am Thursday 29 February 2024

Interview date

Tuesday 12 March 2024

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Job Description

Job title	Opera Assistant
Department	Vocal and Opera
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Manager of Vocal and Opera
Responsible for	n/a
Liaises with	<p>Internal Head of Vocal and Opera; Director of Opera; Deputy Head of Vocal and Opera; Vocal and Opera staff; Vocal professors and coaches; Registry; Performance and Programming; Faculties; Marketing and Communications and Box Office; Development Department; Britten Theatre staff; Costume staff.</p> <p>External Visiting directors and creative teams; artist managers and VIPs; general public; opera companies – productions and auditions.</p>
Job overview	<ul style="list-style-type: none">• Acting as first point of contact for students, professors, administrative staff and visitors• Providing administrative support to the Director of Opera and Deputy Head of Vocal and Opera• Working with the Manager of Vocal and Opera in the provision of administrative support for opera productions and scenes including co-ordinating pianists for opera productions.• Maintaining weekly Vocal and Opera schedule and producing the weekly schedule as required• Processing leave of absence requests for post graduate and Opera Studio students including liaison with creative teams.• Co-ordinating and arranging auditions for operas and external opera companies.• Any additional duties as required by the Head of Vocal and Opera and/or Manager of Vocal and Opera

Main Duties & Responsibilities

These include:

- Being a first point of contact for enquiries by students, professors, coaches; pianists; creative teams for operas and scenes; responding to personal callers and telephone enquiries.
- Providing organisational and administrative support for operas, scenes and projects as required by the Director of Opera, Head and Deputy Head of Vocal and Opera and/or the Manager of Vocal and Opera. This includes: coordinating auditions, cast announcements, distribution of scores/ music, providing information for programmes, invitations to the operas and ticket requests.
- Day to day maintenance and updating of the weekly opera and coaching schedule. Writing a schedule when required and taking responsibility for the summer term opera schedule once teaching and the scenes have ended.
- Keeping an accurate record of attendance, communicating any absence to the relevant departments including those associated with Tier 4 students.
- Processing postgraduate and Opera Studio Leave of Absence requests (LoA's).

- Assisting with Vocal and Opera events and receptions and providing front of house and box office support for opera and scenes productions. Working occasional evenings and weekends as required.
- Liaising with key external bodies and individuals to arrange auditions and projects.
- Keeping ASIMUT up to date with all post graduate and Opera Studio LOAs, singing lessons and repertoire coaching changes.
- Upkeep of V+O library and maintaining production archive.

Special Factors

Some evening and weekend work required to support specific RCM Vocal and Opera events.

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	Higher Education qualification or equivalent	Essential	AF
	Previous experience working in an administrative role in a similar environment, preferably within a classical music context	Essential	AF, INT
Experience, Skills & Knowledge	Ability to plan administrative tasks; achieve targets and prioritise effectively; cope successfully with working towards multiple deadlines, frequently under pressure	Essential	AF, INT, ST
	Proficient in Microsoft Office	Essential	AF, INT
	High level of confident interpersonal and communication skills with all levels of colleagues, verbal and written, with an ability to maintain professional discretion	Essential	AF, INT
	Good numeracy skills	Essential	AF, INT
	Knowledge and appreciation of classical music, in particular classical singing and opera	Essential	AF, INT
	Understanding of the Higher Education sector	Desirable	AF, INT
	Previous experience and knowledge of theatre and events management	Essential	AF, INT
	Knowledge of additional languages	Desirable	AF, INT
	Previous experience working in an administrative role in a similar environment, preferably within a classical music context	Essential	AF, INT
	Ability to work effectively as part of a team	Essential	AF, INT
Personal Attributes	Welcoming, helpful and professional manner	Essential	AF, INT
	Methodical and well-organised with the ability to work on one's own initiative	Essential	AF, INT
	Higher Education qualification or equivalent	Essential	AF

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 Manager of Vocal and Opera within the scope and level of the post.

Terms & Conditions

Availability	The post is available from 7 April 2024												
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. Including evenings and weekends as required.</p>												
Salary	<p>RCM Pay Scale Grade 5, incremental points 16 – 20:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>16</td><td>£29,578</td></tr><tr><td>17</td><td>£30,166</td></tr><tr><td>18</td><td>£30,858</td></tr><tr><td>19</td><td>£31,586</td></tr><tr><td>20</td><td>£32,378</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	£29,578	17	£30,166	18	£30,858	19	£31,586	20	£32,378
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Work permit	<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>												
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	<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 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 animateurs. The RCM was ranked as the global top institution for Performing Arts in the 2023 & 2022 QS World University Rankings by subject.</p>
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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 100 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.

Faculty Considered globally as a leading centre for vocal excellence, RCM Vocal and Opera enjoys outstanding success in all areas of vocal performance. Offering comprehensive training in all skills necessary to become a professional soloist, RCM Vocal and Opera initiates creative vocal projects and runs a regular programme of international masterclasses and seminars. Faculty professors and coaches are recognised internationally as providing the highest levels of technical and artistic expertise. Students are allocated external professional solo opportunities in all London and national venues. RCM singers are currently enjoying outstanding success, many making significant debuts in the principal concert venues and opera houses throughout the world.

The RCM International Opera Studio lies within RCM Vocal and Opera and is considered to be one of the world's leading training centres for opera. The Studio offers operatic training at the highest level for performers from across the globe, and many of the world's leading singers have passed through its doors. Among the many performances on offer are three fully-staged operatic productions a year which are attended by international press, intendants and artist managers. Many of the students move straight into young artist schemes at the world's leading opera houses, or directly into fully-fledged careers.

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 29 February 2024

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

Interview date Tuesday 12 March 2024

There will be a 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.

Ann Somerville
Manager of Vocal & Opera
February 2024

