

EVENTS MANAGER

Development

Grade 7, Permanent, Full-time

Job reference number: 402-23

Applicant Information Pack

Closing date

9am Wednesday 22 March 2023

Interview date

Thursday 30 March 2023

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Job Description

Job title	Events Manager
Department	Development
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Events and Corporate Partnerships
Responsible for	n/a
Liaises with	<p>Internal Head of Events and Corporate Partnerships; Events team; Director of Development and members of the Development team; Members of Directorate and Secretariat; Estates Team/Facilities Staff; RCM (Royal College of Music) Studios; Performance and Programming Team & Britten Theatre Team; Finance Department; MarComms; Students.</p> <p>External Event Suppliers; Venue Hire Clients; Imperial College Catering.</p>
Job overview	<p>The post holder will work as part of a small team responsible for delivering corporate and private venue hire events to the highest standards. They will be responsible for proactively generating income from event sales, in line with our aims and sales targets, and working with colleagues and clients to ensure the smooth and successful delivery of all events with a professional, considerate approach and exceptional customer service.</p> <p>During busy periods, this role will support the internal Development Events programme to strengthen and support our stewardship and cultivation of donors, and meet fundraising targets.</p>

Key Responsibilities

Sales and Marketing

- Respond to enquiries promptly in an accurate, polite and professional manner.
- Ensure all enquiries and all stages of the booking process are logged accurately on Priava.
- Work with the Head of Events and Corporate Partnerships to identify and proactively cultivate new and repeat venue hire business to maximise income for the RCM.
- Lead venue site visits with enthusiasm and to the highest standards.
- Upsell additional services where possible to maximise income through each individual event
- Ensure prompt contracting, invoicing, receipt of deposits and payment of invoices, with no booking going ahead if contractual payment has not been received by agreed date
- Cultivate relationships with venue hire clients, contacts and agencies to generate enquiries and encourage referrals and repeat business.
- Support the Head of Events and Corporate Partnerships with the creation and delivery of the Marketing plan.
- Manage and develop social media and newsletter activity (with support from external marketing company).

- Attend networking events and trade shows to represent the RCM and to actively promote and sell the RCM venue hire offer.
- Support the planning of RCM showcase events to actively promote, grow and diversify the venue hire business.
- Keep online listing content up to date, reflecting industry trends and sharing relevant RCM achievements and milestones – e.g., sustainability certification, supplier tender.

Planning

- Be the lead contact for external clients from initial enquiry through their site visit, planning, event delivery and post-event follow up.
- Ensure events are planned efficiently, on time and to budget by ensuring detailed event Operation Sheets and schedules are prepared, staffing and external suppliers' needs agreed and scheduled, and all relevant teams are briefed.
- Lead operational site visits and meetings to ensure successful events.
- Work with the RCM's approved suppliers, building and maintaining strong industry relationships and encouraging recommendations through them.
- Use industry contacts and knowledge to support the Head of Events and Corporate Partnerships with the external supplier tender process (starting autumn 2023).
- Book and coordinate RCM event support services including Studios, Facilities, stewarding and Box Office services and ensure delivery can be achieved to the highest professional standards
- Communicate effectively with all those involved the delivery of events at the RCM including sharing operational Green Sheets and supporting documents, attending regular meetings and giving clear briefings to ensure everyone knows what is happening and expected of them.
- Collate and review all necessary Health & Safety documentation including Risk Assessments and Method Statements from clients and contractors.

Operational Delivery

- Manage the workflow, logistical support, and timeliness of the delivery of events.
- Act as client and RCM liaison to ensure safe, smooth and successful event delivery.
- Manage set ups, live events and de-rigs as required.
- Liaise with internal departments and adhere to House Management, Licensing and Health & Safety guidelines.
- Ensure RAMS are followed during events.

General

- Maintain accurate records using Priava to produce statistics for analysis ensuring General Data Protection Regulations (GDPR) are adhered to.
- Manage relationships with caterers and other suppliers.
- Maintain accurate accounts records on Raisers Edge and Priava.
- Keep abreast of industry trends and news and proactively attend sector networking opportunities where appropriate.
- In busy periods, support the Events Coordinator with the planning and delivery of internal RCM or Development events, including but not limited to the RCM's prestigious fundraising events and Galas, Graduation, President's Visit and academic conferences.
- Provide support with event administration as required.

- To undertake other reasonable tasks as requested by Head of Events and Corporate Partnerships and Director of Development.
- To deputise for the Head of Events and Corporate Partnerships as appropriate.
- Attending meetings and representing the RCM where necessary.

Special Factors

- The nature of this role requires evening and weekend work, which will be compensated with time in lieu.

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	A relevant degree, equivalent qualification, or equivalent experience	Essential	AF, INT
Experience	Experience of organising events within a creative environment: Sound experience of varied event management, including duty management responsibilities	Essential	AF, INT
	Experience of working in a unique venue or higher education setting	Desirable	AF, INT
	Experience of working in events marketing	Desirable	AF, INT
	Experience of working in a fundraising or marketing environment	Desirable	AF, INT
	Health and Safety and risk management knowledge	Essential	AF, INT
	Catering and hospitality experience	Desirable	AF, INT
Knowledge & Skills	Exceptional interpersonal and communication skills, verbal and written, and excellent organisational skills, with the ability to work with a team to meet deadlines	Essential	AF, INT
	Ability to use a sophisticated fundraising database and a high degree of personal initiative and enthusiasm	Essential	AF, INT
	A natural relationship builder with the presence, skill and confidence to network and negotiate effectively at a senior level both within and outside the college	Essential	AF, INT
	Lateral thinking and an ability to develop creative and appropriate strategies to engage and build relationships with prospective clients and corporate donors	Essential	AF, INT
	Demonstrable organisational skills with methodical approach and close attention to detail, able to prioritise and manage time well	Essential	AF, INT
	Ability to plan tasks, achieve deadlines, meet financial targets, and manage budgets	Essential	AF, INT
	Commitment to high professional standards and an elevated level of donor care	Essential	AF, INT

	High standard of IT skills (Microsoft: Word, Outlook, Teams, Excel. CRM Systems: Priava and Raiser's Edge)	Essential	AF, INT
Personal Attributes	A team player with enthusiasm, a positive 'can do' attitude and initiative	Essential	AF, INT
	A trustworthy individual with a good eye for detail and methodical approach	Essential	AF, INT
	Ability to maintain confidentiality where required	Essential	AF, INT
	An appreciation of the arts and music, with a desire to immerse yourself in the work and culture of the Royal College of Music	Essential	AF, INT
	Willingness and ability to travel and work outside normal office hours, including weekend and evening work	Essential	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

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills, and training fit each of the criteria below.

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Head of Events and Corporate Partnerships, within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available.												
Contract type	Permanent												
Hours of work	This role is offered on a full time (1FTE) basis. Full time hours at the RCM are 35 hours per week and normal office working hours are 9.30am-5.30pm (with a one-hour lunch break), Monday to Friday. The nature of this role requires evening and weekend work, which will be compensated with time in lieu.												
Salary	RCM Pay Scale Grade 7, incremental points 26 – 30: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>26</td> <td>£35,556</td> </tr> <tr> <td>27</td> <td>£36,491</td> </tr> <tr> <td>28</td> <td>£37,458</td> </tr> <tr> <td>29</td> <td>£38,453</td> </tr> <tr> <td>30</td> <td>£39,477</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>	Spine points	Full-time salary*	26	£35,556	27	£36,491	28	£37,458	29	£38,453	30	£39,477
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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 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	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

The RCM Development department raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission. In 2015, the RCM announced plans to transform its building in the heart of South Kensington and this is a key priority of an ambitious capital campaign, More Music: Reimagining the Royal College of Music. To achieve the ambitious levels of funding required to turn this vision into a reality, the Development and Alumni Engagement department was established in January 2016, bringing together the functions of Fundraising, Membership, Development Operations, Events and Alumni Relations under one department.

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 Wednesday 22 March 2023

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

Interview date **Thursday 30 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.

Vicky Moran
Head of Events and Corporate Partnerships
March 2023

