

HEAD OF DIGITAL AND PRODUCTION

RCM Digital

Grade 10, Full time, Permanent

Job reference number: 302-21



Applicant Information Pack

Closing date

9am Friday 26 March 2021

Interview date

To be confirmed

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Job Description

Job title	Head of Digital and Production
Department	RCM Digital
Grade	10
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Artistic Director
Responsible for	The respective managers of the Performance Venues, Studios and ICT
Liaises with	<p>Internal RCM Directorate, Heads of Programmes, Heads of Faculty, Head of Finance and Finance staff, Head of Estates and Estates staff, RCM Venues Technical and production staff, Studio Manager and studio staff, Technology Manager and ICT staff, Area Leader in Composition for Screen, Recording, Performance and Programming, Vocal and Opera, Teaching and research staff, Student Union, Head of Events and Venue Hire, House Management, Human Resources, Registry, Finance Office, Students</p> <p>External Digital leaders and other industry contacts from the worlds of classical music, higher education, digital learning, broadcasting etc., Technical and production venue contacts Technology, digital and production contacts at partner institutions, Hardware and software manufacturers, Technology suppliers and service providers, Commercial clients</p>
Job overview	<p>The Digital and Production team combines Performance Venues, Studios and ICT to deliver effective and coordinated support for these specialist areas of activity, equipment and infrastructure. The team works together across the College, as a single point of contact for all areas of technical and creative support for teaching, learning, performance and administration.</p> <p>The Head of Digital and Production is responsible for the RCM's ICT infrastructure, digital and performance venue-technical infrastructure and facilities, ensuring they are robust, current and up-to-date and to industry standard, efficient and capable of supporting the essential requirements of professors, students and supporting staff. The post-holder provides advice, design expertise and technology approvals for the RCM Estates development programme and other relevant projects. They promote the usage, teaching and research of creative technologies in the College's academic and performance programmes.</p> <p>The post-holder is tasked with supporting the financial sustainability of the RCM by strategic budget management. They represent the College internationally in a range of professional forums including digital and information technology, performance technology and classical recording and broadcast industries.</p> <p>This role reports to Directorate through the Artistic Director and is an active member of the wider senior management of the College.</p>

The Head of Digital and Production is responsible for the strategic planning and practical delivery of all aspects of technical activity in RCM physical venues and digital domains. They lead the Studio, Venue and ICT teams to provide robust and coordinated support for learning and teaching, performance, and the technical infrastructure that enables these activities.

Key Responsibilities

- Leading, managing and developing the RCM digital and production team ensuring a unified, strategically-focused approach, empowering and motivating staff.
- Developing, leading and maintaining coordinated working practices across Performance Venues, Studios, and ICT to ensure efficient and effective support for all relevant College activities
- P&L responsibility for the Digital and Production budgets, reporting into Directorate, and being accountable for all aspects of financial management, including annual budgets and strategic investment.
- Owning and maintaining the College's Digital and Performance Strategies, ensuring they remain closely aligned with learning, teaching and artistic strategies, and providing clear focus and leadership as necessary to ensure strategic plans are delivered successfully. Participating in all strategy related initiatives, meetings, and workgroups; being seen as an imaginative thinker, an innovator and enabler of change.
- Recommending and delivering technological initiatives aimed to keep the RCM at the forefront of excellence in learning, teaching, performance and research.
- Ensuring value for money, with significant procurement responsibilities.
- Actively contributing to Estates Strategy and major projects to ensure the best possible technical support and planning.
- Acting at senior level as the key interface between the RCM digital and production team and internal/external stakeholders.
- Building long-term strategic partnerships with external suppliers and service providers through service level agreements.
- Undertaking other projects and duties as may reasonably be required by the College.

Through the respective managers of Studios, Performance Venues, and ICT, the Head of Digital and Production is responsible for the effective strategic management and delivery of the following areas:

Performance Venue Production and Technical Support

- RCM Performance Venues
 - Technical set-up and support for RCM Concerts and Events
 - Maintaining and providing lighting, projection etc
 - External Events and Hires
- Britten Theatre – all aspects of theatre production, supporting
 - Vocal and Opera in Opera Productions, Opera Scenes, Special Projects
 - Internal Concerts and Events (sound, lighting etc)
 - External Events and Hires

Studios

- Audio and Visual Recording, post-production and broadcasting
 - RCM concerts, learning and teaching support, and events (internal and external)
 - RCM audio and audio-visual broadcasts and online dissemination
 - Studio recordings (student, staff and external)

- o Materials for RCM communications
- o Acoustic setup and support
- o Specialist equipment support (including Composition for Screen)
- o Studio equipment hire

ICT

- ICT Infrastructure
 - o Network hardware and software
 - o ICT hardware and software (servers, PCs, printers, telephones etc)
 - o AV equipment
 - o Software and hardware support for RCM systems and applications
 - o External connections to RCM
- ICT support
 - o ICT Helpdesk (students and staff)
 - o AV Equipment support
 - o Relevant ICT support for RCM events and activities

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	Appropriate qualification in a relevant discipline (e.g. Electronic/Sound Engineering, Music Technology, ICT, Performance Venue)	Essential	AF, INT
Experience, Skills & Knowledge	Significant management skills and experience, including personnel and strategic delivery	Essential	AF, INT, ST
	Proven track record of delivering key aspects of strategic thinking into operational activity	Essential	AF, INT, ST
	An understanding of the role of technology in learning, teaching, performance and research	Essential	AF, INT, ST
	Understanding of classical music and the technical requirements for effective performance, both live and across digital media	Desirable	AF, INT, ST
	Experience of successfully managing capital and operational budgets	Essential	AF, INT
	Supplier and contract management experience	Essential	AF, INT
	Proven experience of procurement and achieving value for money from suppliers	Essential	AF, INT

	Appropriate experience in an educational environment, commercial studio or similar	Essential	AF, INT
	Strong IT skills and significant understanding of commercial IT technologies including networking, server technology, hardware, software, cloud technologies and infrastructure planning	Essential	AF, INT
	Experience of working in higher education	Desirable	AF, INT
Personal Attributes	An excellent communicator who can act as interface between technical and non-technical colleagues with ease and authority	Essential	AF, INT
	Current knowledge of the international music industry	Desirable	AF, INT
	Lead by example in embedding the strategic objectives of the RCM's Equality, Diversity and Inclusion policy in all areas of 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

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Artistic Director 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	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 9.00am-5.00pm (with a one hour lunch break), Monday to Friday.												
Salary	RCM Pay Scale Grade 10, incremental points 45 – 49: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>45</td> <td>£56,525</td> </tr> <tr> <td>46</td> <td>£58,097</td> </tr> <tr> <td>47</td> <td>£59,716</td> </tr> <tr> <td>48</td> <td>£61,382</td> </tr> <tr> <td>49</td> <td>£63,098</td> </tr> </tbody> </table> <p>*inclusive of London Weighting allowance</p>	Spine points	Full-time salary*	45	£56,525	46	£58,097	47	£59,716	48	£61,382	49	£63,098
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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.

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	<p>Not applicable for this post.</p>
Probation	<p>The post has a six month probationary period.</p>
Notice period	<p>The appointment will be subject to termination by not less than three months' notice. Notice during probation will be seven days' notice by either party.</p>
Pension	<p>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).</p> <p>The RCM operates a salary sacrifice scheme for USS contributions which members may opt in to.</p>
Annual leave	<p>Full time staff are entitled to 245 hours (equivalent to 35 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	<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

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 800 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 named top institution for Performing Arts in the UK for a fourth consecutive year in the 2019 QS World University Rankings.

Staff

The RCM has over two hundred members of professorial (teaching) staff and over one hundred 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 Digital and Production team combines Performance Venues, Studios and ICT to deliver effective and coordinated support for these specialist areas of activity, equipment and infrastructure. The team works together across the College, as a single point of contact for all areas of technical and creative support for teaching, learning, performance and administration.

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 Friday 26 March 2021**

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

Interview date **To be confirmed**

With some roles at the RCM second interviews may take place. It is likely that interviews will take place remotely via Microsoft Teams/Zoom, however should circumstances allow it, in-person interviews may be considered. Shortlisted candidates will be notified in due course.

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. Due to the ongoing Covid-19 pandemic, we are unable to invite applications by post. 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.

Stephen Johns
Artistic Director
March 2021

