REGISTRY ADMINISTRATOR (POSTGRADUATE TAUGHT PROGRAMMES)

Registry

ROYAL COLLEGE OF MUSIC London

Grade 7, Full-time (1.0 FTE), Permanent

Job reference number: 103-26

Applicant Information Pack

Closing date

9am Thursday 26 February 2026

Late or incomplete applications <u>will not</u>

be submitted to the Shortlisting Panel

Interview date

Thursday 12 March 2026

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Job Description

Job title	Registry Administrator (Postgraduate Taught Programmes)
Department	Registry
Grade	7
Hours of work	Full time (1FTE)
Contract type	Permanent
Responsible to	Academic Registrar
Responsible for	No direct reports
Liaises with	**Internal** Registry team, Heads of Programmes and Faculty, Academic Module Leaders, Directorate, Academic staff and professors, Performance & Programming and Faculties Administration staff, Facilities and Estates staff, Finance staff, Digital Learning Team **External** External service providers (e.g. Canvas or Thesis support personnel), External Examiners, External consultants
Job overview	The Registry team takes pride in providing a high quality, efficient service in the administration and management of the RCM's undergraduate and postgraduate programmes. The Registry Administrator (Postgraduate Taught Programmes) works with the Programmes Operations & Quality Assurance Manager, and Registry Administrators for Undergraduate, Doctoral & Music Education Programmes, and Examinations, to form the Programmes Team within the Registry. As principal points of contact for students, they are responsible for managing all aspects of programme administration and support for students. The work of the Administrators includes engagement with the RCM's VLE, Canvas, assessment administration and committee servicing responsibility for Programmes committees and Boards of Examiners. The Registry Administrators act on their own initiative and liaise directly with the Academic Registrar, Heads of Programmes and Heads of Faculty in the discharge of their duties.

Key Responsibilities

1. Maintenance of data on the Registry student information system (currently Thesis QLs) and associated spreadsheets and databases.

2. In conjunction with the Registry Scheduling Officer, to timetable the academic/contextual classes for the taught postgraduate programmes via the Asimut scheduling system.

3. Maintenance of individual student 1-to-1 teaching allocations, including pay queries and liaison with Heads of Faculty and Finance Department staff.

4. Administration of students' elective module enrolments and supporting module leaders when needed.

5. Set-up and maintenance of the virtual learning environment (VLE), Canvas for assignment submission and assessment.

6. Assignment processing: receipt via the RCM's VLE, arrangements for marking and moderation, recording of marks achieved and return of work to students, including feedback provision. Preparing deferral and reassessment letters.

7. Arrangement of a small number of practical examinations (e.g. Lecture Recitals) and written examinations, as required, which may include scheduling, arranging panels and engaging panellists, engaging and supervising stewards, preparing required paperwork for each set of examinations, arranging payment and other associated administration.

8. To make additional arrangements for assessment and support of students with disabilities, access requirements or other health conditions.

9. Recording of marks achieved in practical examinations, assignments and other assessments; communication of assessment results to students and staff as necessary; preparing deferral and reassessment letters.

10. Administration of students' results to determine eligibility to progress or graduate; preparation of reports and documentation for consideration by the Board of Examiners.

11. Administration of students' mitigating circumstances claims, preparation and support for the Board of Examiners Mitigating Circumstances Sub-Committee.

12. In conjunction with the Academic Registrar, to produce official pass lists, transcripts and certificates.

13. To service the Programmes committees and Boards of Examiners and its sub-committees.

14. In conjunction with the Programmes Operations & Quality Assurance Manager, to act as point of liaison for Taught Postgraduate External Examiners, including coordinating visits, booking accommodation, payment of fees expenses.

15. To support the admissions process with particular responsibility for identifying qualifications required by candidates for admission and establishing conditions of entry.

16. Revision and publication of programme handbooks, regulations and academic module specifications (in conjunction with Heads of Programmes and Module Leaders); provision of advice on procedures and regulations.

17. To support the process of student registration, induction activities and graduation.

18. To support new programme and/or module development; to support the review, monitoring and enhancement of existing programmes/modules, including provision of statistics and student feedback survey data to support annual monitoring and quality assurance processes.

19. With other Registry colleagues, to provide advice and help to professors, other staff and students, in person in the Registry or by telephone, email etc.

20. To be team leader from time to time for new projects or areas, as allocated in discussion with the Academic Registrar.

21. To carry out other such duties as the Academic Registrar and/or Deputy Director might reasonably require, consistent with the grade of the post and to contribute to the tasks undertaken by the Registry team as appropriate.

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	Educated to first degree standard or equivalent professional experience	Essential	AF

Experience, Skills & Knowledge			
	Experience of working in a UK Higher Education Institution	Essential	AF
	Experience of working in academic programmes administration	Essential	AF
	Experience of prioritising and ability to balance a diverse workload while working with precision	Essential	AF
	Experience of being administratively self-sufficient, accustomed to exercising initiative and resolving problems quickly and calmly	Essential	AF, INT
	Experience of understanding complex regulations and giving advice to students about them	Essential	AF, INT
	Experience of customer service with resilience in dealing with demanding individuals	Essential	AF, INT
	Excellent IT skills; experience of using databases and MS Office applications	Essential	AF, INT
	Advanced MS Office skills, especially Word, Excel	Essential	AF, INT
	Familiar with MS Power suite including PowerApps, Forms, Automate	Desirable	AF, INT
	Experience of Thesis QL (formerly known as Unit4) or other student records systems; experience of higher education VLEs	Desirable	AF, INT
	Experience of committee servicing	Desirable	AF
	Practical knowledge of western classical music	Desirable	AF
	Experience of deputising for a line manager or colleague	Desirable	AF, INT

Personal Attributes	Proven organisational and time-keeping skills	Essential	AF, INT
	A high level of numeracy	Essential	AF, INT
	Ability to communicate complex information clearly, both verbally and in written format	Essential	AF, INT, ST
	High level of accuracy and an eye for detail	Essential	AF, INT
	Commitment to working as part of a team	Essential	AF, INT

AF = Application Form   INT = Interview   ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Academic Registrar 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. The Registry operates a hybrid working policy. All team members are expected to attend College regularly (typically at least three days per week for full time staff) and be on site for key College events and operational periods, including but not limited to: Induction Week, Admissions Committees, auditions, the annual Open Day, Graduation. Some additional working hours may also be required of the postholder to support key activities during peak periods, notably enrolment (mid-September) and auditions (mid-November – December), with time off in lieu during quieter periods.

Salary	RCM Pay Scale Grade 7, incremental points 26 – 30:

Spine points	Full-time salary*
26	£39,608
27	£40,649
28	£41,727
29	£42,834
30	£43,975

*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.

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
	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.
	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	Not applicable for this post.
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	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 Thursday 26 February 2026

	Applications received after the stated closing date will not be considered.
Interview date	**Thursday 12 March 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 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 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.
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.
Registry	Led by the Academic Registrar, the Registry deals with all aspects of admissions and student administration for the RCM's tertiary programmes: from enquiries, application, audition and enrolment to assessment, progression and graduation. As well as all aspects of programme administration, the Registry manages the College's online practice room booking system, and provides support to students seeking advice on a wide range of subjects, including international student support.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

Elly Taylor
Academic Registrar
February 2026