REGISTRY ADMINISTRATOR (UNDERGRADUATE PROGRAMMES)
Registry

ROYAL COLLEGE OF MUSIC London

Grade 7, Full time, Permanent

Job reference number: 107-24

Applicant Information Pack

Closing date	Interview date
9am Thursday 15 August 2024	Tuesday 3 September 2024

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Job Description

Job title	Registry Administrator (Undergraduate Programmes)
Department	Registry
Grade	7
Hours of work	Full-time (1FTE)
Contract type	Permanent
Responsible to	Programmes Operations & Quality Assurance Manager
Responsible for	N/A
Liaises with	**Internal** Registry team; Heads of Programmes and Faculty; Academic Areas 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; Nanyang Academy of Fine Arts
Job overview	The Registry team takes pride in providing a high quality, efficient service in the administration and management of the Royal College of Music's undergraduate and postgraduate programmes. Under the leadership of the Programmes Operations & Quality Assurance Manager, the Registry Administrator (Undergraduate Programmes) works with the Registry Programmes Administrators (x 2) and Registry Administrator (Examinations) to form the Programmes Team within the Registry. As principal points of contact for undergraduate students, they are responsible for managing all aspects of BMus programme administration and support for students through the student life cycle. The work of the Administrators for Undergraduate and Postgraduate programmes is broadly similar, and includes committee servicing responsibility for relevant Programmes committees and the Board of Examiners. The Registry Administrators act on their own initiative and liaise directly with the Academic Registrar and relevant Heads of Programmes and Heads of Faculty in the discharge of many of their duties.

Key Responsibilities

These include:

Preparation for the academic year

- Contribute to revision and publication of programme handbooks, regulations and module specifications (in conjunction with Registry colleagues, Heads of Programmes, academic Area Leaders and module leaders), and provision of advice on procedures and regulations

- To work collaboratively with Registry colleagues, academic programme staff and the Registry Scheduling Officer on the timetabling of academic/contextual classes for the undergraduate programme via the Asimut scheduling system

- Organisation and oversight of online placement tests taking place in advance of Induction Week

- To support the process of student registration and induction activities

- Administration of students' module options and supporting module leaders when needed

Data management

- Maintenance of data on the student information system (currently Thesis QLs, formerly known as Unit4/Agresso QLs) and associated spreadsheets and databases

- Maintenance of individual studies allocation records, including pay queries and liaison with Heads of Faculty and Finance Department staff

Assessment and Board of Examiners

- To be responsible for set-up and maintenance of assignment submission and assessment on the RCM's Canvas virtual learning environment (VLE), learn.rcm

- Assignment processing: receipt via the VLE or occasionally hard copy, arrangements for marking and moderation, recording of marks achieved and return of work to students, including feedback provision. Preparing non-submission notification, deferral and reassessment letters.

- Occasional arrangement of a small number of practical 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

- Recording of marks achieved in practical examinations in the student information system

- Arrangement and administration of summer term written examinations, including arrangements for marking and moderation, and recording of marks achieved in the student information system

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

- Communication of assessment results to students, and staff as necessary

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

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

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

- To be familiar with and to refer students to the academic misconduct and academic appeals processes should they be necessary

General

- To act as a first point of contact for undergraduate students, providing advice and guidance on a range of aspects of their programme including regulations, options, credits, progression, classifications, 1-to-1 teaching allocations, the VLE learn.rcm etc.

- To be mindful of students who may need additional support or who have additional learning needs, referring to academic pastoral colleagues or Student Services colleagues as appropriate

- To engage with other Registry colleagues in their work in support of the academic programmes, with reference to their line managers

- 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.

- To be team leader from time to time for new projects or areas, as allocated in discussion with the Programmes Operations & Quality Assurance Manager and/or Academic Registrar

- To carry out other such duties as the Programmes Operations & Quality Assurance Manager, 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 how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

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 PowerBI suite including PowerApps	Desirable	AF, INT
	Experience of Thesis QL (formerly known as Unit4) or other student records systems	Desirable	AF, INT
	Experience of committee servicing	Desirable	AF
	Awareness of and sensitivity to cultural diversity	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
	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 Programmes Operations & Quality Assurance Manager within the scope and level of the post.

Terms & Conditions

Availability	The post is available immediately 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 RCM Registry operates a hybrid working policy, but 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, Boards of Examiners meetings, examination and audition results and data processing periods, 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 examinations/Graduation (June – early July), with time off in lieu during quieter periods.
Salary	RCM Pay Scale Grade 7, incremental points 26-30: <table><tr><td>Spine points</td><td>Full-time salary*</td></tr><tr><td>26</td><td>£38,484</td></tr><tr><td>27</td><td>£39,465</td></tr><tr><td>28</td><td>£40,511</td></tr><tr><td>29</td><td>£41,586</td></tr><tr><td>30</td><td>£42,694</td></tr></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.
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 month 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. Part time staff will receive a pro rata entitlement for annual leave. 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 1,100 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 2024 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 / Faculty	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.

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 15 August 2024**
	Applications received after the stated closing date will not be considered.
Interview date	**Tuesday 3 September 2024**
	With some roles at the RCM second interviews may take place
	There will be a short written 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.

Nicola Peacock
Deputy Academic Registrar
July 2024

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