

# HR MANAGER

Human Resources

Grade 7, Full time, Permanent

Job reference number: 109-25



## Applicant Information Pack

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### Closing date

9am Monday 15 December 2025

### Interview date

Monday 12 January 2025

Late or incomplete applications will not  
be submitted to the Shortlisting Panel

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## Job Description

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Job title	HR Manager
Department	Human Resources
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Deputy Head of HR
Responsible for	HR Assistants (x 2)
Liaises with	<p><b>Internal</b> HR &amp; Payroll Team, Directorate, Secretariat, Heads of Departments/Faculties, Line Managers and staff, Finance Team, RCM trade union representatives, RCMJD</p> <p><b>External</b> Advertising agencies and website providers, Universities and Colleges Employers' Association (UCEA), Training providers, HR colleagues at other Conservatoires and Higher Education Institutions</p>
Job overview	<p>The HR Manager is expected to provide day-to-day leadership of operational processes including payroll and pension processing, the administration of learning and development activities and recruitment, ensuring the accurate and timely completion of tasks by the two HR Assistants. The HR Manager is also expected to utilise their knowledge and experience for the continuing professional development of the HR Assistants.</p> <p>The HR Manager will act as the first point of contact for all HR advisory queries including application of policies and procedures delegating to the HR Assistants where appropriate and ensuring necessary matters are escalated as appropriate. The HR Manager will support and complement the work of the HR team to ensure comprehensive and professional advice is provided to managers and teams, often working closely with the Deputy Head of HR and Head of HR to analyse and resolve casework issues, offering sound, professional and consistent advice to Directorate and managers.</p> <p>The HR Manager is expected to play a proactive and key role in the work and development of the HR function to provide an effective and efficient HR service (in the broadest terms) appropriate to the needs of the College and to help achieve the department's objectives in support of the RCM's strategic and corporate objectives.</p>

## Key Responsibilities

These include:

### Advice & Guidance

- Provide advice and support to staff and managers on the application of all policies and procedures, including, but not exclusively, maternity, paternity, flexible working, grievance, absence and disciplinary issues. Provide advice and support to the HR Assistants to enable them to answer routine queries.
- Provide advice and support to staff and managers seeking to resolve issues at the informal stage. In consultation with the Deputy Head of HR, provide appropriate support to the formal application of capability, disciplinary and grievance procedures.

- Produce and issue necessary paperwork, acting as an HR representative at formal meetings and ensuring adherence RCM policy and procedure
- Keep abreast of legislative, regulatory and best practice to ensure that legislative changes are appropriately incorporated into college policies and procedures, including but not exclusively UKVI, DBS and employment law requirements.
- Work with the Deputy Head of HR to attend team/departmental meetings across the RCM to develop and maintain effective working relationships.

## Contractual Paperwork

- Provide guidance to the HR Assistants in the production of offers of employment and contracts of employment for new members of staff.
- Provide guidance to the HR Assistants in the acknowledgment of resignations and other leavers letters.
- Draft and issue letters for maternity, paternity, shared parental and adoption leave.
- Draft and issue variations to contract resulting from processes including but not exclusive to flexible working requests, HERA evaluations, departmental restructures, redundancy processes.
- Ensure payroll changes are communicated to the HR Assistants in a timely manner.

## Policy, Development & Project Work

- Support the continual improvement of transactional HR through process improvements, training, and sharing of good practice
- Play a proactive role in the review and development of RCM employment policies, identifying improvements in policy, procedure and practice, making suggestions as necessary to ensure legal compliance and best practice across the RCM

## Equality, Diversity and Inclusion

- As HR professionals all members of the HR team are expected to embody the RCM's commitment to equality and respect for all our staff and students. The HR Manager is expected to continually seek to improve our recruitment processes with the aim of reaching a broad and diverse pool of prospective applicants and to ensure the accessibility of recruitment processes.
- Seek to improve the quality of data held on the HR database in respect of protected characteristics with a particular emphasis on engaging hourly paid professorial staff.

## Learning & Development

- Maintain overall responsibility for the administration of the College's Professional Development and Research Support scheme and Directorate budgets. Provide guidance to the HR Assistants to enable them to respond to routine requests, issue necessary paperwork and ensure the prompt processing and logging of invoices.
- Oversee the work of the HR Assistants in the booking and administration of mandatory and core training including Equality & Diversity, Unconscious Bias, Mental Health Awareness and the New Starter Induction.
- In conjunction with the Deputy Head of HR and Head of HR, continually review the provision of training programmes for staff on topics highlighted in the HR Strategy (e.g. equality and diversity training) or topics required to increase the awareness and capability of staff and managers in pertinent areas.
- Assist in the design and delivery of training sessions in relation to employment best practice and college policies and procedures.

## Recruitment

- Maintain oversight of all recruitment, ensuring adherence to College policy and procedure and assisting in delivering in-house recruitment and selection training.
- Take part in recruitment and selection interview panels and decision-making processes; advising managers on process, questions and appropriate selection procedures.
- Advise the HR Assistants in respect of any procedural or legal queries.
- Oversee the work of the HR Assistants to ensure that all pre-employment checks are completed accurately and in a timely manner.
- Act as the main point of contact for third parties Yoti and PeopleCheck as providers of remote right to work checks and DBS applications. Provide advice and guidance to members of staff on the use of these platforms.

## HR Database/Information System

- Ensure the accuracy of data entry onto the HR database (Midland i-Trent) to ensure that it is maintained appropriately, accurately and utilised to its maximum effect to ensure the accuracy of staff pay
- Provide advice, guidance and training to the HR Assistants on monthly payroll processing. Where necessary provide assistance to the HR Assistants with monthly payroll processing.

## Pension Administration

- Provide advice, guidance and training to the HR Assistants in respect of the administration of the College's pension schemes, USS, TPS and NEST. Oversee completion of routine pension administration by the HR Assistants such as starter and leaver documentation to ensure accurate and timely completion and communication to the payroll team and pension scheme provider.
- Provide assistance and respond to queries from employees in respect of pensions signposting them to the relevant scheme, or alternative RCM contact, where necessary
- Understand and administer changes to pension data as necessary. This includes absence, opt-out, re-join and annual contribution table changes.
- Complete and process employer sections of member forms, for example, applications for retirement benefits, flexibilities applications (e.g. Faster Accrual) and work with the Payroll & Pensions Operations Manager to ensure Certificates of Re-employment are completed.
- Review and check the monthly auto-enrolment report and ensure timely communications are sent by the HR Assistants to affected individuals. Ensure the timely enrolment of individuals to the relevant pension scheme (e.g. NEST) using the relevant scheme processes.
- Check the annual pre-97 discretionary increases spreadsheet and prepare and distribute letters for the pre-97 discretionary increases and update the payroll accordingly.
- Provide pension administrative support to the Payroll & Pensions Operations Manager and Head of HR as requested.

## Other General Duties

- Contribute to the continuous improvement of HR systems and practices
- Assist in coordinating the response to ad hoc requests for information from internal or external sources, e.g. Mortgage and employment reference requests, Freedom of Information and Subject Access requests delegating to the HR Assistants where appropriate
- Act as a panel member on HERA job evaluation panels

- Maintain an awareness of the processes governing off-payroll working and assist in the assessment of roles as and when required.
- Review and sign the monthly Junior Department sickness and other absence spreadsheet and sickness documentation, ensuring the documentation is filed and the absence is recorded on iTrent by the HR Assistants.
- Undertake such other duties as the Deputy Head of HR or Head of HR may from time to time require
- On an ongoing basis liaise with the Marketing team in relation to academic staff profiles on the external website and, on an annual basis, staff information for the Prospectus

## Special Factors

The working pattern for this role will be onsite for three days a week and working from home two days a week.

## 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
<b>Qualifications</b>	CIPD Level 5 (minimum) or equivalent professional experience	Essential	AF, INT
<b>Experience, Skills &amp; Knowledge</b>	Experience working within an HR environment	Essential	AF, INT
	Experience of working within a higher education institution	Desirable	AF, INT
	Strong working knowledge of current UK employment legislation and best practice	Essential	AF, INT
	Experience using HR databases and reporting software	Essential	AF, INT
	Experience using iTrent	Desirable	AF, INT
	Experience running and building reports using Business Objects (the reporting software for iTrent)	Desirable	AF, INT
	Knowledge of pensions administration processes including, starters and leavers, re-enrolment, salary sacrifice, ill health retirement and death in service	Essential	AF, INT
	Experience of the USS, TPS and NEST pension schemes	Desirable	AF, INT
	Understanding of job evaluation, trained as a HERA role analyst or willing to undertake training	Essential	AF, INT
	Experience collating responses to Freedom of Information (FOI) and Subject Access requests	Desirable	AF, INT
	Strong time management and administrative skills	Essential	AF, INT
	Line management experience	Desirable	
	Flexible, organised and agile approach to work	Essential	AF, INT
	High level of written and spoken communication skills with strong interpersonal skills	Essential	AF, INT

	Strong Microsoft IT skills including Word and Excel	Essential	AF, INT
	Experience using generative AI	Desirable	AF, INT
	Keen attention to detail	Essential	AF, INT
	Confidence in providing diplomatic advice and guidance on routine HR matters and able to deal effectively with staff at all levels, including Directorate, Heads of Faculties and hourly paid professors	Essential	AF, INT
Personal Attributes	Interest in classical music	Desirable	AF
	An informed interest in higher education	Desirable	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

The duties and responsibilities assigned to the post may be amended by the Deputy Head of HR within the scope and level of the post.

## Terms & Conditions

Availability	The post is available from 19 January 2026.														
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.</p> <p>The working pattern for this role will be onsite for three days and working from home two days a week.</p>														
Salary	<p>RCM Pay Scale Grade 7, incremental points 26 – 30:</p> <table><tr><td>Spine points</td><td>Full-time salary*</td></tr><tr><td>26</td><td>£39,608</td></tr><tr><td>27</td><td>£40,649</td></tr><tr><td>28</td><td>£41,727</td></tr><tr><td>29</td><td>£42,834</td></tr><tr><td>30</td><td>£43,975</td></tr></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 15<sup>th</sup> of each month or the last working day before this should the 15<sup>th</sup> fall on a weekend or bank holiday.</p>			Spine points	Full-time salary*	26	£39,608	27	£40,649	28	£41,727	29	£42,834	30	£43,975
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<b>Visas/ Right to Work in the UK</b>	<p>If you have time limited permission to work in the UK you must provide full details on your Application for Employment form.</p> <p>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. <a href="#">Visa Checking Tool</a></p> <p>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 <a href="#">Arts Council</a> website.</p> <p>This is a role for which the RCM may act as a sponsor for the Skilled Worker route.</p>
<b>Immigration Advisors</b>	<p>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 <a href="#">UK Council for International Student Affairs (UKCISA)</a>. Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a <a href="#">list of approved Immigration Advisors</a>.</p>
<b>DBS check</b>	Not applicable for this post.
<b>Probation</b>	The post has a six month probationary period.
<b>Notice period</b>	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.
<b>Pension</b>	<p>The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: <a href="http://www.uss.co.uk">www.uss.co.uk</a>. Arrangements exist for members to make additional voluntary contributions (AVCs).</p>
<b>Annual leave</b>	<p>Full time staff are entitled to 210 hours of holiday per annum, plus public holidays. (grades 1-7)</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>

## How to Apply

<b>Closing date</b>	<p><b>9am Monday 15 December 2025</b></p> <p>Applications received after the stated closing date will not be considered.</p>
<b>Interview date</b>	<p><b>Monday 12 January 2026</b></p> <p>Shortlisted candidates will be notified in due course.</p> <p>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.</p>
<b>To apply</b>	<p>To apply, please submit the following documents available on the RCM jobs page</p> <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Equal Opportunities Form</li> </ul>

The above documents should be sent to [recruitment@rcm.ac.uk](mailto: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**

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#### **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.

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# 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 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.

The Royal College of Music is an Equal Opportunities employer.

Jennifer Allison  
Head of HR  
November 2025

