

EVENTS MANAGER

Development

Grade 7, Full time, Permanent

Job reference number: 402-25



Applicant Information Pack

Closing date

9am Wednesday 28 May 2025

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

Interview date

Wednesday 11 June 2025

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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 Engagement
Responsible for	n/a
Liaises with	<p>Internal</p> <p>Head of Events and Engagement; 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.</p> <p>External</p> <p>Event Suppliers; Venue Hire Clients; Imperial College Catering.</p>
Job overview	<p>The Royal College of Music (RCM) has been ranked as the no 1 global institution for performing arts and music in the QS World University Rankings for four consecutive years.</p> <p>We are looking to employ an enthusiastic, efficient and experienced Events Manager to join us as we grow and diversify our external Venue Hire business. This is a dynamic and creative role which, under the leadership of the Head of Events and Engagement, will develop and manage the RCM's Venue Hire business.</p> <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>The successful candidate will have impeccable organisation and time management skills, with the ability to work well on concurrent projects and to deadlines.</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 the system.
- Work with the Head of Events and Engagement 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 Engagement with the development and delivery of the Marketing plan.
- With support, manage and develop marketing, social media and newsletter activity.
- 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, to build and maintain strong industry relationships and encourage recommendations through them.
- Use industry contacts and knowledge to support the Head of Events and Engagement with supplier relationships, networking and contact building to support the development of the Venue Hire business.
- 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 in 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 the Event Management system 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 the database and Event Management systems.

- o Keep abreast of industry trends and news and proactively attend sector networking opportunities where appropriate.
- o In busy periods, support the Events and Alumni 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.
- o Provide support with event administration as required.
- o To undertake other reasonable tasks as requested by Head of Events and Engagement and Director of Development.
- o To deputise for the Head of Events and Engagement as appropriate.
- o 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.
- To be a team player

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	Essential	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
Experience, Skills & Knowledge	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

AF = Application Form INT = Interview

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

Terms & Conditions

Availability	The post is available from mid-August.
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 9.30am-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.</p>
Salary	RCM Pay Scale Grade 7, incremental points 26 – 30:
	Spine points Full-time salary*

26	£38,454
27	£39,465
28	£40,511
29	£41,586
30	£42,694

*inclusive of London Weighting allowance (1.0FTE)

**if this is a part-time post, the postholder will receive a proportion of the full-time salary

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	<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. Visa Checking Tool</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 Arts Council website.</p> <p>This is not a role for which the RCM will act as a sponsor for the Skilled Worker route</p>
Immigration Advisors	<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 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.</p>
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	<p>Full time staff are entitled to 210 hours of holiday per annum, plus public holidays. Part time staff will receive a pro rata entitlement for annual leave.</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

Closing date	<p>9am Wednesday 28 May 2025</p> <p>Applications received after the stated closing date will not be considered.</p>
Interview date	<p>Wednesday 11 June 2025</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>
To apply	<p>To apply, please submit the following documents available on the RCM jobs page</p> <ul style="list-style-type: none"> • Application Form • Equal Opportunities Form <p>The above documents should be sent to recruitment@rcm.ac.uk by the stated closing date.</p> <p>We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date.</p> <p>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.</p> <p>If you have any questions about this position or the application process please contact the hiring manager on; vicky.moran@rcm.ac.uk; or telephone 020 7591 4320.</p>
Alternative formats	<p>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.</p>
Interview process	<p>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.</p> <p>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.</p> <p>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.</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	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 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.

The Royal College of Music is an Equal Opportunities employer.

Vicky Moran

Head of Events and Engagement

May 2025

