

# DEVELOPMENT OPERATIONS OFFICER

Development

Grade 6, Full time, Permanent

Job reference number: 404-25

## Applicant Information Pack

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### Closing date

9am Monday 16 June 2025

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

### Interview date

Wednesday 25 or Thursday 26 June 2025

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## Job Description

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Job title	Development Operations Officer
Department	Development
Grade	6
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Development Operations
Responsible for	N/a
Liaises with	<b>Internal</b> Director of Development & Alumni Engagement, Head of Philanthropy & Corporate Partnerships, DAE team, Marketing and Communications team, Front of House team, Estates and Facilities Teams, students  <b>External</b> Friends, supporters, prospective supporters, suppliers
Job overview	<p>The Royal College of Music (RCM) Development team raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission.</p> <p>The Development Operations team supports all aspects of fundraising and this role plays a key part in delivering</p> <ol style="list-style-type: none"><li>1. Consistent stewardship for donors</li><li>2. Engaging regular communications, both electronic and in print, in collaboration with the Marketing and Communications team</li><li>3. A cost-effective Friends membership programme</li><li>4. Accessible Visitor Giving opportunities</li></ol>

## Key Responsibilities

These include:

- Work with the Head of Operations and Development colleagues to oversee donor recognition materials, and relationships with relevant suppliers and stakeholders. This includes ensuring sound processes are in place for gift acknowledgement and that Raiser's Edge credit lines are up to date. It also requires effective review and dissemination of supporter lists, including collating and analysing supporter information with the Development team to provide lists for the Annual Review, Upbeat magazine and other communications.
- Work with the Development team and Head of Operations to produce stewardship communications, including the Annual Review and oversee the stewardship mailings such as Supporter Newsletters, Upbeat Magazine, Events Guides, and Annual Reports.
- Work with Development team to produce gift agreements; ensuring gift agreements are accurate and we are meeting our obligations to our supporters.

- Ensure donors are appropriately thanked, and that we meet reporting requirements. This includes working with other RCM departments (such as Sparks, Junior Department and the Museum) to collect information and collate it into a usable format for Development relationship managers to demonstrate the impact of donations.
- Oversee the Friends scheme of approximately 300 Friends, by working with colleagues within the wider Development team to manage all communications, including renewal and bulk mailings, and be the point of contact for all RCM Friends enquiries received by phone, post, email, in person or through online social media.
- With Marketing and Communications colleagues, devise and oversee all marketing and promotional activity for Friends including specific print material and coverage in Upbeat and other RCM publications, and delivery of contractual benefits including priority booking.
- Work with Events colleagues on the coordination of Friends events.
- With the Head of Development Operations and Marketing and Communications Manager, devise and monitor promotional material to encourage visitor giving.
- Maintain and ensure the integrity of membership data on the RCM's CRM system (Raiser's Edge) in line with GDPR.
- Report on and analyse Friends activity and visitor giving data (GoodBox, DotMailer, Spektrix), monitoring visitor giving trends, and communication channels to deepen audience relationships and build high-engagement supporter journeys.
- Liaise with relevant departments like Marcomms, Performance & Programming, Front of House, Box Office, Facilities, Estates and Security to ensure a good RCM visitor experience.

## Other

- Undertake other activities that may be required by the Head of Development Operations or Director of Development.
- To represent the RCM at external events, including relevant networking groups.

## Special Factors

- The nature of this role may necessitate some evening and weekend work for which time in lieu will be given.

## 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>	Educated to degree level or equivalent experience in an Arts, Customer Service or Higher Education organisation	Essential	AF, INT
<b>Experience, Skills &amp; Knowledge</b>	Experience of working within a fundraising or marketing environment	Essential	AF, INT
	Experience of using the Raiser's Edge or similar Development CRM database	Desirable	AF, INT
	Excellent oral and written communication skills	Essential	AF, INT
	Ability to organise and manage a diverse range of assignments and projects with high efficiency and excellent attention to detail	Essential	AF, INT
	Proven track record of planning and taking responsibility for project work including managing deadlines successfully and working effectively as part of a wider team	Essential	AF, INT
	High standard of IT skills, including Microsoft Word and Excel	Essential	AF, INT
	Experience of building effective working relationships with internal and external stakeholders	Desirable	AF, INT
	Experience in at least one of the following functions: running a membership scheme, delivering complex donor stewardship, building a visitor giving programme	Essential	AF, INT
<b>Personal Attributes</b>	Proactive in anticipating and seeking out information related to the immediate priorities of the development office	Essential	AF, INT
	Ability to act with tact and discretion in dealing with sensitive information and 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
	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
	Willingness and ability to work outside normal office hours, including occasional weekend and evening work	Essential	AF, INT
	Familiarity and appreciation of the mission, purpose and values of a university and arts setting and more particularly music education	Desirable	AF, INT

AF = Application Form INT = Interview

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

## Terms & Conditions

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Availability	The post is available from June 2025 and the postholder should ideally be available to start as early as possible.												
Contract type	Permanent												
Hours of work	<p>This role is offered on a full time (1FTE)</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>												
Salary	<p>RCM Pay Scale Grade 6, incremental points 20 – 24:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>20</td><td>£33,350</td></tr><tr><td>21</td><td>£34,149</td></tr><tr><td>22</td><td>£35,019</td></tr><tr><td>23</td><td>£35,928</td></tr><tr><td>24</td><td>£36,862</td></tr></tbody></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*	20	£33,350	21	£34,149	22	£35,019	23	£35,928	24	£36,862
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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. <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 <b>not</b> a role for which the RCM will act as a sponsor for the Skilled Worker route.</p>												
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 <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> .												
DBS check	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 months' notice. Notice during probation will be seven days' notice by either party.
<b>Pension</b>	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).
<b>Annual leave</b>	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

<b>Closing date</b>	<b>9am Monday 16 June 2025</b>  Applications received after the stated closing date will not be considered.
<b>Interview date</b>	Wednesday 25 or Thursday 26 June 2025  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.
<b>To apply</b>	To apply, please submit the following documents available on the RCM jobs page <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Equal Opportunities Form</li> </ul> <p>The above documents should be sent to <a href="mailto:recruitment@rcm.ac.uk">recruitment@rcm.ac.uk</a> 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>
<b>Alternative formats</b>	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.
<b>Interview process</b>	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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<b>Travel</b>	<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>
<b>Events</b>	<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>
<b>Eye tests &amp; hearing tests</b>	<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>
<b>Employee Assistance Programme</b>	<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>
<b>Professional Development</b>	<p>The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.</p>

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## About Us

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<b>The College</b>	<p>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.</p>
<b>Staff</b>	<p>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.</p>

<b>Location</b>	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.
<b>Department</b>	The Royal College of Music (RCM) Development team raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission. As part of our fundraising activities, the RCM Development team secures over £2M towards student scholarships annually, as well as philanthropic support for our outreach, access and performance programmes.

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The Royal College of Music is an Equal Opportunities employer.

Danielle Carroll  
Head of Development Operations  
May 2025

