

EVENTS ADMINISTRATIVE ASSISTANT

Development

Grade 5, Full-time, Permanent

Job reference number: 407-25



Applicant Information Pack

Closing date

9am Tuesday 18 November 2025

Interview date

Friday 28 November 2025

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

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Job Description

Job title	Events Administrative Assistant
Department	Development
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Events and Engagement
Responsible for	n/a
Liaises with	Internal Head of Events and Engagement; Events Manager; Events and Alumni Coordinator; Development team; Imperial College Catering team; Front of House Manager and Facilities team; Finance Department; Studios Team; Planning and Programming Team; V&O Team; Library Team; Museum Team; Marketing and Communications Team. External Donors; supporters; Venue Hire clients; PR and design agencies; external suppliers including catering, florists, and production companies.
Job overview	To support the Events and Engagement team with scheduling and administration, marketing support, front line sales and exceptional customer service. This role is an exciting opportunity for someone keen to develop their administrative and events skills and offers hands-on career development in a dynamic team. This is an exciting opportunity to work in a spectacular arts and events venue, the Global No. 1 Institution for Music and Performing Arts, in the heart of South Kensington.

Key Responsibilities

Development Events

- Drafting events paperwork in a timely manner; collating and accurately recording invitation responses using the Raiser's Edge database; producing guest lists and collating attendance statistics and feedback.
- Supporting the booking and coordinating of catering and other services including Facilities set-ups, ICT and Studio services and stewarding staff for events.
- Working with other team members to collate and help produce briefing packs in advance of Development events.
- Maintaining accurate records across all elements of events.
- RCM fundraising Gala and other large-scale fundraising events
 - Preparing agenda notes and minutes for preparatory meetings
 - Coordinating any information on auction items, collating text and imagery, managing the auction website and supporting the delivery of prizes
 - Recording and maintaining accurate information on table sales, attendance and guest biographies
- Scope for taking responsibility for ensuring the successful setup and smooth running of smaller events.

Venue Hire

- Supporting the Events Manager to ensure enquiries receive a prompt and professional response (within 24 hours), and ensure all enquiries are logged and tracked on the Events Management System (Momentus)

- Drawing up Venue Hire confirmation paperwork; collating all necessary Health & Safety documents including Risk Assessments and Method Statements; producing schedules and all supporting documentation for delivery of events and ensuring systems are up to date.
- Supporting with Venue Hire marketing activities including;
 - Support with Venue Hire showcase events
 - Keeping online listing content up to date
 - Implementing social media and newsletter activity
- Scope for taking responsibility for ensuring the successful setup and smooth running of smaller events.

Alumni Engagement

- Supporting the Head of Events and Engagement and wider Development team with all necessary administration and documentation relating to alumni engagement activities.

General finance

- Producing event-related invoices and keeping records of event-related expenses.
- Administering Payroll for stewards and payments of performers in a timely manner.
- Managing external supplier commission, ensuring monies are received in a timely manner.
- With the support of the Development Operations Assistant, administering payments for suppliers in a timely manner.
- Maintaining accurate accounts records on the Raiser's Edge database and on a tracking system.

General

- Undertaking other administrative duties as required to support the wider Development team.
- Liaising with internal colleagues regarding room bookings, Studios services, Facilities and maintenance requests.

Special Factors

- Willingness to work some evenings and weekends is an essential part of this role.
- 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
Experience	Experience in using Priava, Raiser's Edge or similar Customer Relationship / Events Management Systems	Desirable	AF, INT
	Experience of finance systems and procedures	Desirable	AF, INT
	Experience of working in higher education, museum, arts or fundraising	Desirable	AF, INT
	Experience of managing complex admin processes in a fast-moving environment	Desirable	AF, INT

	Experience of working in events	Desirable	AF, INT
Skills/Knowledge	High level of interpersonal and communication skills, verbal and written	Essential	AF, INT
	High standard of IT skills (Microsoft Word, Excel)	Essential	AF, INT, ST
	Excellent time management and organisational skills, with the ability to work to deadlines of varying scales (long and short term)	Essential	AF, INT
Personal Attributes	Methodical meticulous approach; high level of accuracy and attention to detail	Essential	AF, INT, ST
	Commitment to high professional standards and a high level of donor and customer care	Essential	AF, INT
	Team player with enthusiastic approach to work	Essential	AF, INT
	Mature and flexible approach; ability to take initiative when required	Essential	AF, INT
	Willingness to work outside normal office hours – some evenings and weekends	Essential	AF, INT
	Interest in classical music	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 ST= Selection Test

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 November 2025.													
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 9.30am-5.30pm (with a one-hour lunch break), Monday to Friday. The nature of this role may necessitate occasional evening and weekend work.													
Salary	RCM Pay Scale Grade 5, incremental points 16 – 20: <table><tr><td>Spine points</td><td>Full-time salary*</td></tr><tr><td>16</td><td>£31,379</td></tr><tr><td>17</td><td>£32,003</td></tr><tr><td>18</td><td>£32,738</td></tr><tr><td>19</td><td>£33,510</td></tr><tr><td>20</td><td>£34,350</td></tr></table> *inclusive of London Weighting allowance		Spine points	Full-time salary*	16	£31,379	17	£32,003	18	£32,738	19	£33,510	20	£34,350
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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 Tuesday 18 November 2025 Applications received after the stated closing date will not be considered.
Interview date	Friday 28 November 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.

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.
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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.
Department	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.

The Royal College of Music is an Equal Opportunities employer.

Vicky Moran
Head of Events and Engagement
October 2025

