

MUSEUM LEARNING & PARTICIPATION OFFICER

Museum

Grade 7, Part time (0.8FTE), Permanent

Job reference number: 113-24



Applicant Information Pack

Closing date

9am Monday 18 November 2024

Interview date

Wednesday 4 December 2024

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Job Description

Job title	Museum Learning & Participation Officer
Department	Museum
Grade	7
Hours of work	Part Time (0.8FTE)
Contract type	Permanent
Responsible to	Museum Collections & Operations Manager
Responsible for	L&P Volunteers
Liaises with	<p>Internal Curator; Collection and Operation Manager; Digital Officer; Museum Welcome Desk Officer and Assistant; Conservator; RCM Junior Programmes; Marketing and Communication Department; RCM Estates and Facilities teams; RCM Staff and Students</p> <p>External Local community and school networks; London and UK-wide museum and gallery networks; external partners and freelancers</p>
Job overview	<p>The Museum Learning & Participation Officer is expected to manage, develop and deliver public formal and informal learning programmes and activities for the Royal College of Music Museum.</p> <p>The postholder will be expected to maintain and build new relationships with a range of audience groups, taking into consideration the Museum's wider audience development strategy. This role involves strategy, planning, delivery and marketing of public and engagement activities.</p>

Key Responsibilities

These include:

- Plans, implements, manages, and delivers the Museum's Activity Plan.
- Regularly revises and refines the Museum's Learning and Participation offer to provide excellent users' experience to internal (RCM) as well as external visitors.
- Develops, promotes and delivers targeted initiatives aimed at connecting RCM students with the Museum and collections.
- Actively collaborates with RCM Sparks in the development, promotion and delivery of activities for formal and informal learning.
- Liaises with schools and other HEIs to promote the Museum and its activities and engages with digital resources to maximise the impact and visibility of the Museum inside and outside the RCM.
- Is responsible for the regular revision and update of the ACE Accreditation Access Policy and Plan and to monitor their delivery.
- Authors marketing and communication documents for the Museum, in print and online, including the Museum's termly Newsletter.
- Monitors and updates the content of the Museum web-pages.
- Develops internal benchmarks for the L&P activities based on comparator institutions and coordinates the evaluation of the Museum's learning programmes, activities and partnerships, including detailed monitoring and data collection and prepare regular progress reports for internal use.

- Supports the sustainability of the learning programmes with good financial management, maintaining accurate budgets and ensuring clear monitoring systems.
- Promotes the Equality, Diversity and Inclusion agenda developed by the College to ensure that its values are reflected in all its activities.
- Ensures good quality and effective communication for the Museum through multichannel marketing (in partnership with the RCM's marketing department), including overseeing content generation and monitoring of online listings and the Museum's pages on the RCM website and on external aggregators, websites and resources.
- Develops and delivers the Social Media Strategy for the Museum, in collaboration with the RCM MarComms Department and liaises with other Museum team members to develop and deliver social media content.
- Works alongside colleagues, volunteers, consultants and partners to develop new learning resources onsite, online and for outreach.
- Manages and develops existing and new relationships and undertakes targeted outreach work as part of the Museum's audience development strategy.
- Trains and coordinates internal and external partners and freelancers to support the delivery of Museum activities, including the recruitment and training of RCM student musicians and learning & participation volunteers.
- Coordinates consultation with internal and external stakeholders to test any developing Museum exhibition design, interpretation or resource.
- Contributes to funding applications to support the Museum's wider strategy and short & long- term forward plan.
- Liaises with the other members of the Museum team to ensure good communication and smooth working across all areas of Museum life.
- Carries out other such duties as the Curator might reasonably require, consistent with the grade of the post.

Special Factors

- You may be required to work on occasional evenings or weekends as required, with time off in lieu.

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	Relevant degree or equivalent experience	Essential	AF, INT
	DBS checked (a full DBS check can be undertaken after the job offer is confirmed, but the offer will remain conditional until a clear result can be submitted)	Essential	AF
Experience, Skills & Knowledge	Appropriate knowledge of music and musical instruments	Essential	AF, INT
	Experience developing and delivering learning & participation programmes for a range of audiences	Essential	AF, INT
	Experience working and communicating with a range of groups, abilities and ages	Essential	AF, INT
	Strong, independent organisational skills	Essential	AF, INT
	Ability to deliver agreed outputs and targets to deadlines and budgets	Essential	AF, INT
	Excellent verbal and written communication skills	Essential	AF, INT

	Experience working or volunteering within a museum context	Desirable	AF, INT
	Experience of working with or managing freelancers and volunteers	Desirable	AF, INT
	Experience of undertaking evaluation of programmes and activities and using results to inform planning	Desirable	AF, INT
	ICT and social media literate, and familiar with the use of technology as a publicity tool	Desirable	AF, INT
Personal Attributes	Excellent interpersonal and communication skills working with colleagues and members of the public at all levels	Essential	AF, INT
	Ability to represent the Royal College of Music at external sites or networks	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 Museum Curator within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available 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 part time (0.8FTE) 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.	
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	
	**as 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 15 th of each month or the last working day before this should the 15 th fall on a weekend or bank holiday.	

Work permit	<p>All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.</p> <p>This is not a role for which the RCM will act as a sponsor for a visa application.</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>

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	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 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 amateurs. 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.

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 Monday 18 November 2024**

Applications received after the stated closing date will not be considered.

Interview date **Wednesday 4 December 2024**

Shortlisted candidates will be notified in due course.

There will be a presentation 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.

Professor Gabriele Rossi Rognoni
Curator, RCM Museum
November 2024

