

ESTATES PROJECTS & ENVIRONMENTAL COORDINATOR

Estates & Facilities

Grade 6, Full time, Permanent

Job reference number: 209-24



Applicant Information Pack

Closing date

9am Monday 28 October 2024

Interview date

Monday 4 November 2024

Contents

- Job Description
- Person Specification
- Terms & Conditions
- Staff Benefits
- About Us
- How to Apply

Job Description

Job title	Estates Projects & Environmental Coordinator
Department	Estates & Facilities
Grade	6
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Director of Estates
Responsible for	N/A
Liaises with	<p>Internal Director of Estates, Estates Technical Services Manager, Estates Projects and Operations Manager, H&S Manager, Assistant Estates Project Manager, Assistant Facilities & Operations Manager, wider Estates Team, Secretariat, Performance & Programming and Vocal & Opera staff, Administration/Professional Services Managers and the Academic Management Group, Student reps</p> <p>External Estates and FM consultants and contractors, Estates and FM Inspectors (statutory, insurance, environmental & safety), external and internal auditors, ISO14001, HESA, HEFCE, AUDE and other sector bodies</p>
Job overview	<ul style="list-style-type: none"> • To provide an efficient, effective, pro-active and organised administrative service to the Estates Project Manager and Director of Estates and the wider Estates teams. • To work closely with and support all four strands of the Estates team: Operations & Projects, H&S, Maintenance and Environmental Sustainability • To lead on management of sub-projects that feed into the Estates and Sustainability strategy • To lead on ISO-14001: 2015 certification process, including HESA, HEFCE, AUDE and other sector bodies liaison. • To lead on management, development and maintenance of all project administration systems and procedures to support the smooth running of all capital project team members and projects. • To act as the primary departmental contact for financial procedures, including invoice processing and reconciliation, supporting budget monitoring and forecasting. • To act as a key role for the College's environmental agenda, including strategy, projects, accreditations and initiatives, towards our carbon zero goal. <p>The role will require a strong, proactive administrator with a flexible approach and high levels of customer service skills to ensure stakeholders have a positive experience of the project team. The role will work with minimal supervision and is expected to use judgement and initiative to make appropriate decisions. High levels of accuracy and methodical working practices are also key as the post will ensure accurate records are held.</p>

Key Responsibilities

These include:

General Estates and Project Coordinator Duties

- Project management responsibility, engaging with stakeholders across multiple departments and facilitating strategic change and coordinate practical logistics to enable project delivery.
- Overall responsibility for setting up and maintaining administrative systems and processes for the efficient running of the Estates team and Projects including managing, maintaining and updating records for project documentation, programmes, construction drawings, contracts, and other project management activities in both electronic and hard copy formats.
- To lead on administration of all Estates financial information including receiving, inputting, coding and processing invoices, resolving queries and ensuring suppliers are paid within agreed timescales. To maintain accurate and detailed records, both paper and electronic copies and assist with the provision of financial/statistical information as and when required.
- To assist with managing day-to-day operational aspects of capital projects
- To work closely with relevant stakeholders to ensure effective and efficient implementation of Estates projects, liaising with them to answer all queries relating to the project and give status reports
- To be responsible for assisting with all project documentation, ensuring all relevant paperwork is complete, current, stored properly and circulated appropriately
- Attend and minute all Estates and Project team meetings including the preparation of and the booking of venue
- Prepare and distribute agendas and advance documentation for other meetings of committees, Working Groups, booking and arranging meeting rooms and catering as necessary.
- Assist in establishing and maintaining robust procedures for all capital projects, including procedures, protocols and liaison with external service providers/suppliers and contractors in tandem with the Estates team.
- Lead on preparation of management reports using Word, Excel or Database systems.
- Develop, implement and maintain filing and archive systems, provide scanning, photocopying and binding support and any other general clerical duties on behalf of the Project team.
- Produce regular reports including environmental, financial, 24/7, and estates performance reports and modify documents including correspondence, reports, memos and emails.

ESTATES COORDINATOR DUTIES

- Manage and effectively deal with business rates changes and the procurement of utility services; gas, water and electricity.
- Assist in establishing and maintaining robust procedures for contract monitoring including measuring KPI's from in-house and external service providers/suppliers and contractors.
- Lead on the preparation of regular management reports including environmental information for ISO14001, HESA and TRAC reports, 24/7 usage reports and estates performance reports using Word, Excel and/or CAFM.
- Manage requests for information, data and Freedom of Information Requests and resolve administrative enquiries in a timely manner ensuring high levels of customer satisfaction.
- Develop, implement and maintain filing and archive systems, provide scanning, photocopying and binding systems and any other clerical duties on behalf of the Estates team.
- Develop customer satisfaction surveys and manage the design, distribution, collection of results, feedback and reporting. Work with Estates managers to ensure improvements are delivered.
- Manage the update on the Estates intranet page including Maintenance, Facilities and H&S information
- Co-ordinate all statutory compliance records and progress reports.

- Attend all Estates team meetings including the preparation of advance documentation.
- Provide substantial support in preparing for ISO 14001 internal and external audits, management review meetings, environmental meetings and so on including the preparation of papers and reports, minuting meetings and distributing and follow up actions.
- Provide substantial support to the CAFM system lead on developing the systems, identifying opportunities for improvement and ensuring full user and stakeholder engagement, training, monitoring, and reporting.
- Undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

Environmental & Quality Management duties

- Ensure the College retains all current accreditations; ISO 14001: 2015, including internal and external audits and lead the drive for continual improvement of these standards throughout the College.
- Review and maintain at least annually all Environmental Policies
- To attend and be an active member of the Environmental Committee.
- Work with colleagues to provide reports on all environmental and quality issues as requested by the Director of Estates or Estates Projects & Operations Manager.
- Undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

General

- Promote effective working relationships throughout the Estates team through good communication processes with all groups of staff and managers and with all external organisations.
- Ensure adherence to all RCM's Policies and Procedures.
- Attend relevant training courses internally or externally to update skills and for the benefit of both parties.
- Take responsibility, where appropriate, for acting as a project champion to the RCM community and external stakeholders.
- Undertake any other reasonable duties that may be assigned from time to time which reasonably fall into the scope of the job taking into account the post-holder's grade, skills and qualification.

Person Specification

Criteria	Description	Essential/ Desirable	How Criteria Are Tested
Qualifications	A Degree or Higher Education qualification or equivalent experience	Desirable	AF, INT
Experience	Project management experience within a HEI or the arts/creative sector	Essential	AF, INT
	Working in an office environment as an administrator, ideally in an Estates or Finance related environment	Essential	AF, INT

	Being responsible for financial information; logging, recording and monitoring	Essential	AF, INT
	Reviewing and improving filing, management or administration systems to improve overall service delivery	Essential	AF, INT
	Providing overall PA support including diary, email and meeting management	Essential	AF, INT
	Servicing meetings and ability to take accurate and concise minutes	Essential	AF, INT
	Writing reports using a range of IT packages; Word, Excel, PowerPoint, Database	Essential	AF, INT
Knowledge & Skills	Ability to plan tasks, achieve deadlines and prioritise effectively, coping successfully with working under pressure	Essential	AF, INT
	Excellent organisational skills – methodical and systematic in organising all workloads and individual tasks and ability to meet strict deadlines	Essential	AF, INT
	Knowledge of Computer Aided Facilities Management Systems	Desirable	AF, INT
	Knowledge of contract management	Desirable	AF, INT
Personal Attributes	Enthusiastic and motivated; eager to learn new skills	Essential	AF, INT
	Interest in and knowledge of classical music and Higher Education	Desirable	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 Director of Estates within the scope and level of the post.

Terms & Conditions

Availability	The post is available immediately and applicants should ideally be able to start as soon as possible.
Contract type	Permanent
Hours of work	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 6, incremental points 20 – 24:

Spine points	Full-time salary*
20	£33,350
21	£34,149
22	£35,019
23	£35,928
24	£36,862

*inclusive of London Weighting allowance

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 completion of 6 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.

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

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 (equivalent to 30 days) 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.

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 test	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 50 countries studying at undergraduate, master's 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 named top institution for Performing Arts in the world for in the 2022, 2023 and 2024 QS World University Rankings.
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 100 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 Estates & Facilities department provides a key function in supporting the College's core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and all aspects of Health, Safety and Environment.

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 28 October 2024**

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

Interview date **Monday 4 November 2024**

With some roles at the RCM second interviews may take place. Shortlisted candidates will be notified in due course.

There will be a short scenario test for shortlisted candidates. Further details will be passed to these 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.

Aida Berhamovic
Director of Estates
October 2024

