

MUSEUM OPERATIONS ASSISTANT (FRIDAY – SUNDAY)

Museum

Grade 4, Part time (0.6 FTE), Permanent

Job reference number: 106-25



Applicant Information Pack

Closing date

9am Tuesday 4 November 2025

Interview date

Thursday 13 November 2025

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

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Job Description

Job title	Museum Operations Assistant (Friday – Sunday)
Department	Museum
Grade	4
Hours of work	Part Time (0.6FTE)
Contract type	Permanent
Responsible to	Deputy Curator, Museum Collections & Operations Manager
Responsible for	n/a
Liaises with	Internal Museum team; Staff, professors and students; Estates Management team; Facilities Supervisor; Facilities Officers; Customer Services Team; Maintenance Team External Members of the public
Job overview	The Museum Operations Assistant invigilates the Museum for three days a week and oversees the smooth running of the Museum Permanent and Special Exhibition Galleries and the Weston Discovery Centre. They support the visitor experience providing information about the collection and the display and delivering scheduled tours. They support the set up and delivery of special events such as concerts, L&P activities, classes and group visits.

Key Responsibilities

- To take a proactive role in supporting the day-to-day management of all activities relating to the Museum, including opening/closing procedures, managing individual and group bookings, and facilitating shop sales.
- To greet all visitors to the Museum in a professional and helpful way, ensuring all visitors and users feel welcome.
- To assist visitors with any queries or requests, providing pragmatic and efficient solutions where possible.
- To assist visitors, audiences and members of the public with enquiries or requests, ensuring high levels of customer service at all times.
- To maintain high standards in the exhibition spaces through proactively addressing issues, reporting incidents and ensuring Museum spaces are presented as intended including ensuring soundscapes and digital systems are running correctly in both the Galleries and the Weston Discovery Centre, reporting issues to the Museum team as required.
- To have a working knowledge of the College's security systems and procedures, including CCTV viewer and access control systems and collaborate with RCM security personnel as required.
- To deal with complaints and difficult situations in a calm and professional way, resolving any issues where possible, or escalating the issue through the appropriate channels.
- To support the efficient day to day running of the shop, including accurate financial management, stock management, opening/closing procedures and till cover.
- To process and fulfil online orders.
- To ensure an accurate and thorough approach to all payment processing.
- To maintain high standards on the shop floor through effective visual merchandising, stock replenishment and housekeeping.
- To assist with rolling stock checks and bi-annual stocktakes, process incoming and outgoing stock efficiently, keeping storage areas organised and secure.

- To take responsibility for specific administrative tasks as requested and required.
- To be a core part of the emergency response team and procedures, including first aid, evacuation and fire alarm activation.
- To raise incident reports for incidents witnessed or reported to the Welcome Desk.
- To fulfil any other necessary tasks that fall within the remit of the post.

Special Factors

- The position might require working in evenings in case of special events.
- The role normally consists in three days a week working on-site (Friday, 10am-6pm, Saturday and Sunday 11am-6pm). This might change in case of exceptional circumstances.
- Leave entitlement must be taken primarily during the Museum closures, and taking leave in other periods must be coordinated with colleagues and occasional workers being able to provide cover

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	Level 2 qualification in literacy and numeracy (GCSE/NVQ Level 2) or equivalent	Essential	AF
	First Aid certificate (or willing to be trained)	Essential	AF, INT
	Fire Marshall training (or willing to be trained)	Desirable	AF, INT
	Confident using Microsoft Office package including Teams	Essential	AF, INT
Experience, Skills & Knowledge	Experience in customer service, front of house or a similar customer facing role.	Essential	AF, INT
	Diligence and compliance in security matters and health and safety regulations.	Essential	AF, INT
	Excellent administration and organisational skills	Essential	AF, INT
	Excellent communication skills	Essential	AF, INT
	Proficiency in MS Office Suites	Essential	AF, INT
	Experience in cash handling and till work	Essential	AF, INT
	Ability to unpack deliveries and move stock between locations	Essential	AF, INT
	Ability to identify and proactively solve problems	Essential	AF, INT
	Experience of working with financial figures in an administrative capacity	Desirable	AF, INT
	Experience of working with EPOS systems and online retail platforms	Desirable	AF, INT

	Experience working or volunteering in a museum or other cultural sector setting	Desirable	AF, INT
Personal Attributes	Excellent team-working and communication skills	Essential	INT
	Professional approach to customer service	Essential	INT
	Proactive and quick to respond to requests	Essential	INT
	Able to deal with complaints and issues in an efficient and effective way.	Essential	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 Deputy Curator, Museum Collections & Operations Manager 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 (0.6FTE) basis. The position might require working in evenings in case of special events. The role normally consists of three days a week working on-site (Friday, 10am-6pm, Saturday and Sunday 11am-6pm). This might change in case of exceptional circumstances. 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 4, incremental points 11 – 15: <table><tr><td>Spine points</td><td>Full-time salary*</td></tr><tr><td>11</td><td>£28,848</td></tr><tr><td>12</td><td>£29,321</td></tr><tr><td>13</td><td>£29,907</td></tr><tr><td>14</td><td>£30,488</td></tr><tr><td>15</td><td>£30,734</td></tr></table> *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.	Spine points	Full-time salary*	11	£28,848	12	£29,321	13	£29,907	14	£30,488	15	£30,734
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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. Part time staff will receive a pro rata entitlement for annual leave. 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 4 November 2025 Applications received after the stated closing date will not be considered.
Interview date	Thursday 13 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.

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 Museum manages a Designated collection of c. 14,000 objects documenting the history and performance of music through musical instruments, paintings, sculpture, early prints and drawings. It is fully Accredited and is a recipient of the Research England 'Higher Education Museums, Galleries and Collections Fund'. The Wolfson Centre in Music and Material Culture supports and develops access and research on the collections for purposes of research and education and collaborates with national and international partners in projects related to the advancement of knowledge, documentation and dissemination of musical heritage. This includes developing internally and externally funded projects that relate to historical as well as contemporary practices and innovative applications of methods and technologies for the documentation, interpretation and dissemination of material musical heritage.

The Royal College of Music is an Equal Opportunities employer.

Jennifer Brian

Deputy Curator, Museum Collections & Operations Manager, RCM Museum

October 2025

