

AV AND SYSTEMS MANAGER

Creative Performance Technologies

Grade 7, Full time, Permanent

Job reference number: 805-26

Applicant Information Pack

Closing date

9am Tuesday 9 June 2026

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

Interview date

Week commencing 22 June 2026

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Job Description

Job title	AV and Systems Manager
Department	Creative Performance Technologies
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Creative Performance Technologies
Responsible for	AV Support Engineer (Learning Systems) Composition Support Engineer
Liases with	Internal Head of Creative Performance Technologies, Head of IT, AV Production Manager, Digital Learning Manager, All Users, Staff & Students External Hardware suppliers & maintainers; Software suppliers & maintainers
Job overview	This role is key to the College's Creative Performance Technologies, IT and Digital Learning teams. The post-holder has particular responsibility for maintaining, developing and providing support for audio-visual equipment and systems throughout the College, including the specialist recording, filming and broadcast equipment in the RCM Studios and performance venues, AV and lecture capture technology in classrooms and meeting rooms, and Mac labs for Composition for Screen. The post holder is supported by the AV Support Engineer (Learning Systems) and the Composition Support Engineer

Key Responsibilities

These include:

- Provide technical maintenance for all audio-visual equipment and facilities throughout the RCM including in teaching rooms, performance spaces, studios and other technical spaces, including recording equipment, cameras, video control equipment, studio lighting, projectors, music technology facilities, immersive audio systems, performance simulators, loan equipment
- Provide advice for development of existing and new audio visual systems, including design and specification, liaising with external suppliers and assisting with installation, including the integration of existing and new systems to aid blended learning and teaching outcomes

Assisted by the AV Support Engineer (Learning Systems) and the Composition Support Engineer

- Includes installing and maintaining hardware and specialist software in the Mac labs, and ensuring it is ready for use when needed
- Work closely with the Head of Creative Performance Technologies on the development of future AV system proposals.
- Undertake small to medium scale installation and design/build projects of AV technology as project manager
- Support and manage the dedicated AV data and network systems
- Manage and support broadcast aspects of Creative Performance Technologies broadcasts and streams

- Working with RCM Studios staff, maintain the RCM Studios computer network including dedicated video servers, capture devices and Apple Macintosh computers
- Maintain good control over equipment through use of inventories and documented policies and procedures, including for asset disposals. Develop and maintain a rolling plan for the replacement and updating of Creative Performance Technologies equipment.
- Ensure all loose equipment, particularly new purchases, is suitably labelled, cased and stored, supported by the AV Support Engineer.
- Manage and undertake electrical testing of all AV equipment, ensuring regular PAT testing as required and maintaining appropriate test records
- Co-ordinate and liaise with third-party hardware maintenance suppliers, ensuring efficient problem resolution within agreed SLAs.
- Co-ordinate AV equipment purchasing requests as directed by Creative Performance Technologies
- Provide instruction and training on the set up and use of audio/visual and Video Conferencing equipment to staff and students.
- Ensure the College's compliance with relevant software licensing legislation and other applicable legislation, such as Health and Safety.
- Take responsibility for the complete lifecycle management of AV equipment, including the collection, disposal and recycling of equipment in line with WEEE directives and the College's IT Environmental Policy.

Special Factors

- Some evening and weekend work required

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	Appropriate professional qualification or equivalent experience in broadcast and/or audio-visual engineering	Essential	AF, INT
	Degree qualified in a relevant discipline or equivalent professional experience	Essential	AF
	Electrical Engineering qualification and/or PAT testing experience	Desirable	AF, INT
Experience	Expert knowledge of the technologies used for recording, filming and live streaming music to professional standards	Essential	AF, INT
	Good working knowledge and ability to install, maintain and troubleshoot Mac OS computers, high speed data networks and specialist audio, video and music software	Essential	AF, INT
	Excellent customer service, communication and relationship building skills	Essential	AF, INT
	Experience of managing and supporting Microsoft Windows PCs, corporate data networks and other business systems	Desirable	AF, INT

	Line Management experience and skills	Essential	AF, INT
	Project Management experience and skills	Desirable	AF, INT
	Experience of a disciplined Service Management environment, ITIL Foundation.	Desirable	AF, INT
Personal Attributes	A positive and assertive personality and proven levels of hardiness, resilience and adaptability	Essential	AF, INT
	An appreciation of the arts, particularly music, in education	Essential	AF, INT

AF = Application Form INT = Interview

The duties and responsibilities assigned to the post may be amended by the Head of Creative Performance Technologies within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available and the postholder will need to be able to start by August 2026 at the latest ahead of the start of the 2026/2027 academic year.													
Contract type	Permanent													
Hours of work	<p>This role is offered on a full time (1FTE) basis.</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 7, incremental points 26 - 30:</p> <table border="1"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>26</td> <td>£39,608</td> </tr> <tr> <td>27</td> <td>£40,649</td> </tr> <tr> <td>28</td> <td>£41,727</td> </tr> <tr> <td>29</td> <td>£42,834</td> </tr> <tr> <td>30</td> <td>£43,975</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 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.</p>		Spine points	Full-time salary*	26	£39,608	27	£40,649	28	£41,727	29	£42,834	30	£43,975
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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. Visa Checking Tool</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 [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 9 June 2026

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

Interview date Week commencing 22 June 2026

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 offer a Cycle to Work Scheme via CycleScheme.

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 No. 1 institution in the UK and Europe, and second globally, for both Music and Performing Arts in the 2026 QS World University Rankings by Subject. The College has held global first and second positions in Performing Arts for five 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.

The Royal College of Music is an Equal Opportunities employer.

Rachel Harris
Director of Finance & Technology
May 2026

