

# DEPUTY HEAD OF HR

## Human Resources

Grade 9, Full time, Permanent

Job reference number: 105-25



## Applicant Information Pack

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### Closing date

9am Monday 15 September 2025

### Interview date

Wednesday 1 October 2025

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

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## Job Description

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Job title	Deputy Head of HR
Department	Human Resources
Grade	9
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of HR
Responsible for	HR Manager
Liaises with	<p><b>Internal</b> HR Team, Member of the Directorate, Directorate Office, Heads of Departments/Faculties, Line Managers and staff, Finance &amp; Payroll Team, RCM trade union representatives, RCMJD</p> <p><b>External</b> Advertising agencies and website providers, Universities and Colleges Employers' Association (UCEA), Training providers, HR colleagues at other Conservatoires and Higher Education Institutions</p>
Job overview	<p>The Deputy Head of HR maintains oversight of operational and recruitment activities, setting and maintaining standards for day-to-day operational processes including payroll inputting, the issuing of contractual paperwork and the administration of learning and development activities. The Deputy Head of HR is expected to utilise their knowledge and experience in providing support to the HR Manager and HR Assistants on more complex issues and fostering an environment of continuing professional development.</p> <p>The Deputy Head of HR works with senior staff across College to provide advice and support with the application of policies and procedures. The Deputy Head of HR will take responsibility for casework issues, offering sound, professional and consistent advice to Directorate and Managers.</p> <p>As an experienced HR professional, the Deputy Head of HR is expected to play a proactive role in the continued development of the HR function to provide an effective and efficient HR service (in the broadest terms) appropriate to the needs of the College and to help achieve the department's objectives in support of the RCMs strategic and corporate objectives</p>

## Key Responsibilities

These include:

### Recruitment and Operations

- The Deputy Head of HR has overall responsibility for day-to-day HR operations including recruitment, contractual paperwork and monthly payroll inputting.
- The Deputy Head of HR is expected to use their knowledge and expertise to provide advice, guidance and training to the HR Manager and HR Assistants and to be a point of reference and source of knowledge for more complex queries.
- The Deputy Head of HR is expected to take a proactive approach to improving the recruitment experience with an emphasis on reaching a broad and diverse pool of applicants and improving efficiency in processes.
- The Deputy Head of HR is expected to ensure a consistently high standard in job descriptions and adverts and to ensure all roles are appropriately HERA evaluated.

- Oversee the work of the HR Assistants to ensure that all pre-employment checks are completed accurately and in a timely manner. Undertake periodic internal audits to ensure continued compliance.
- Provide advice, guidance and training to the HR Assistants in monthly payroll processing. Where necessary provide assistance to the HR Assistants with monthly payroll processing.
- Maintain oversight of the leaver process to ensure acknowledgment of resignations and other leavers letters are issued by the HR Assistants in a timely manner and that payroll processes are completed. Provide advice and guidance on the termination of fixed term contracts and other redundancy situations.
- Provide advice and guidance to the HR Assistants in drafting and issuing letters for maternity, paternity and adoption leave.
- Ensure that offers of employment and contracts of employment drafted by the HR Assistants are accurate and provide guidance to the HR Assistants on contractual matters
- Delegating to the HR Assistants where appropriate, issue variations to contract resulting from processes including but not exclusive to flexible working requests, HERA evaluations, departmental restructures, redundancy processes.
- Process the annual salary increment round and respond to queries from staff on pay-related matters.
- Take part in recruitment and selection interview panels and decision-making processes; advising managers on process, questions and appropriate selection procedures
- Provide briefings to the HR team on key developments in employment legislation

## Immigration

- Engage in continuous professional development both through self-directed learning and engaging with external networks such as UCEA to ensure knowledge of UKVI regulations is kept up to date.
- Act as the point of reference in relation to Student Visa compliance, liaising with colleagues in the Registry and Creative Careers Centre.
- Ensure the HR team are kept up to date with developments in immigration law and maintain oversight of the Right to Work process and follow-up checks.
- Design and deliver staff training sessions on conducting right to work checks and engaging casual workers
- Advise prospective applicants on visa eligibility and take responsibility for the issuing of Certificates of Sponsorship (CoS) where appropriate.
- Act as a point of reference for staff utilising the Permitted Paid Engagement and Standard Visitor routes

## Casework

- Provide advice and support to staff and managers on the application of all policies and procedures, including, but not exclusively, maternity, paternity, flexible working, grievance, absence and disciplinary issues. Providing advice and support to the HR Manager and HR Assistants to enable them to answer routine queries
- Provide advice and support to staff and managers seeking to resolve issues at the informal stage. In consultation with the Head of HR provide appropriate support to the formal application of capability, disciplinary and grievance procedures.
- Producing and issuing necessary paperwork, acting as an HR representative at formal meetings and ensuring adherence RCM policy and procedure
- Where appropriate seek legal advice on more complex issues
- Keeping abreast of legislative, regulatory and best practice developments and bringing these to the attention of the Head of HR to ensure that legislative changes are appropriately incorporated into college policies and procedures, including but not exclusively UKVI, DBS and employment law requirements.

## Policy, Development & Project Work

- Work to ensure that the RCM has a robust and comprehensive suite of policies and procedures with the scope to ensure coverage of the entire employee life cycle.

- Undertake continuous review and development of RCM employment policies, identifying improvements in policy, procedure and practice, making suggestions as necessary to ensure legal compliance and best practice across the RCM
- Ensure that the principles of the EDI Strategy are reflected in HR policies and procedures
- To support the continual improvement of transactional HR through process improvements, training, and sharing of good practice

## Equity, Diversity, Inclusion & Belonging

- The Deputy Head of HR is expected to take a lead in ensuring that the values of the RCM's EDI Strategy are embedded in all areas of HR work with a particular emphasis on recruitment and learning and development.
- The Deputy Head of HR is expected to play an active role as a member of the RCM Equity, Diversity, Inclusion and Belonging Committee.
- Assist the Head of HR with the annual Gender Pay Gap and Equal Pay audits. Work with the Head of HR to analyse data and seek to identify strategies to address areas of concern.

## Wellbeing

- Liaise with external partners to facilitate Workplace Needs Assessments (WNA) ensuring that Access to Work applications are followed through
- Advise on reasonable adjustments working with the Health & Safety Manager, Occupational Health and WNA providers where appropriate
- Take ownership of the EDI & Wellbeing Ambassador initiative exploring training needs and efficacy.

## Learning & Development

- The Deputy Head of HR is responsible for maintaining oversight of the administration of the College's Professional Development and Research Support scheme and Directorate budgets. Provide guidance to the HR team to enable them to respond to routine requests, issue necessary paperwork and ensure the prompt processing and logging of invoices
- Work with the Head of HR to plan a comprehensive programme of learning activity that supports to College's Strategic Plan and EDIB Strategy and which is responsive to the needs of staff. Actively seek to engage staff to ensure take up of the opportunities available.
- Oversee the work of the HR Assistants in the booking and administration of mandatory and core training including Equality & Diversity, Unconscious Bias, Mental Health Awareness and the New Starter Induction
- In conjunction with the Head of HR continually review the provision of training programmes for staff on topics highlighted in the HR Strategy (e.g. equality and diversity training) or topics required to increase the awareness and capability of staff and managers in pertinent areas
- In conjunction with the Head of HR, the Deputy Head of HR is expected to design and deliver in-house training including sessions on management skills and Recruitment & Selection.

## HR Database/Information System

- Proactively take action to address any inaccuracies in the data held on the HR database (MHR i-Trent) to ensure the database is maintained appropriately, accurately and utilised to its maximum effect to ensure the accuracy of staff pay
- As a systems administrator for the MHR i-Trent system raise cases with MHR and engage with MHR consultants to work on specific projects
- Using the MHR reporting tool, Business Objects, design and run reports. Respond to requests from other departments for data and act as a point of reference for the HR Assistants to enable them to run routine reports.

- Work with the Head of HR to explore the functionality of iTrent and identify improvements to the People Manager and ESS functions.

## Pension Administration

- Provide advice, guidance and training to the HR team in respect of the administration of the College's pension schemes, USS, TPS and NEST. Maintain oversight of routine pension administration such as starter and leaver documentation to ensure accurate and timely completion and communication to the payroll team and pension scheme provider
- Respond to routine queries from employees in respect of pensions signposting them to the relevant pension scheme or alternative RCM contact, such as the Payroll and Pensions Operations Manager, as appropriate.
- Work with the HR Manager to process retirement applications and re-employment requests.
- Engage in continuous professional development both through self-directed learning and engaging with pension schemes and professional bodies such as UCEA to ensure knowledge of pension scheme developments is kept up to date.
- Working to a three-year cycle (the next auto-enrolment date being on late 2025), work with the Payroll & Operations Manager to administer auto-enrolment ensuring necessary communications are sent to staff affected and answering any resulting queries.
- Advise on sensitive or complex cases such as 'death in service' and 'ill health retirement' liaising with the pension schemes and other parties.

## Other General Duties

- To deputise for the Head of HR both internally, for example at Committees, and externally at meetings with bodies such as UCEA, UHR and CUK as required
- Undertaking such other duties as the Head of HR may from time to time require

## Special Factors

The working pattern for this role will be onsite for three days a week and working from home two days a week.

## 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
<b>Qualifications</b>	CIPD Level 7 or equivalent professional experience	Essential	AF
<b>Experience, Skills &amp; Knowledge</b>	Experience working within an HR environment	Essential	AF, INT
	Experience of working within a higher education institution	Desirable	AF, INT
	Strong working knowledge of current UK employment legislation and best practice	Essential	AF, INT
	Experience and knowledge of HR relational databases, reporting software (especially Midland Trent and SAP Business Objects) and HESA	Essential	AF, INT
	Experience of administering pension schemes, including USS and TPS	Essential	AF, INT

	Knowledge of the HERA job evaluation process	Essential	AF, INT
	Experience designing and delivering training	Desirable	AF, INT
	Strong time management and administrative skills	Essential	AF, INT
	Flexible, organised and agile approach to work	Essential	AF, INT
	High level written and spoken communication skills with strong interpersonal skills	Essential	AF, INT
	Strong IT skills, including database management (especially HR databases), Word & Excel	Essential	AF, INT
	Experience of using Microsoft Forms and PowerApps	Desirable	AF, INT
	Experience of the application of AI in an HR context	Desirable	AF, INT
	Keen attention to detail	Essential	AF, INT
	Confidence in providing diplomatic advice and guidance on routine HR matters and able to deal effectively with staff at all levels, including Directorate, Heads of Faculties and hourly paid professors	Essential	AF, INT
<b>Personal Attributes</b>	An informed interest in higher education	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

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

## Terms & Conditions

<b>Availability</b>	The post is immediately available and the postholder should ideally be available to start as early as possible.		
<b>Contract type</b>	Permanent		
<b>Hours of work</b>	<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. The working pattern for this role will be onsite for three days a week and working from home two days a week.</p>		
<b>Salary</b>	RCM Pay Scale Grade 9, incremental points 39 – 44:		
	Spine points	Full-time salary*	
	39	£55,911	
	40	£57,444	
	41	£59,025	

42	£60,649
43	£62,325
44	£64,048

\*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 6 complete months' service) until they reach the top of the grade.

Payday is the 15<sup>th</sup> of each month or the last working day before this should the 15<sup>th</sup> fall on a weekend or bank holiday.

<b>Visas/ Right to Work in the UK</b>	<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. <a href="#">Visa Checking Tool</a></p> <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 <a href="#">Arts Council</a> website.</p> <p>This is a role for which the RCM may consider acting as a sponsor for the Skilled Worker route.</p>
<b>Immigration Advisors</b>	<p>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 <a href="#">UK Council for International Student Affairs (UKCISA)</a>. Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a <a href="#">list of approved Immigration Advisors</a>.</p>
<b>DBS check</b>	Not applicable for this post.
<b>Probation</b>	The post has a six-month probationary period.
<b>Notice period</b>	The appointment will be subject to termination by not less than three months' notice. Notice during probation will be seven days' notice by either party.
<b>Pension</b>	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: <a href="http://www.uss.co.uk">www.uss.co.uk</a> . Arrangements exist for members to make additional voluntary contributions (AVCs).
<b>Annual leave</b>	<p>Full time staff are entitled to 245 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>

## How to Apply

<b>Closing date</b>	<p><b>9am Monday 15 September 2025</b></p> <p>Applications received after the stated closing date will not be considered.</p>
<b>Interview date</b>	<p><b>Wednesday 1 October 2025</b></p> <p>Shortlisted candidates will be notified in due course.</p> <p>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.</p>
<b>To apply</b>	<p>To apply, please submit the following documents available on the RCM jobs page</p> <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Equal Opportunities Form</li> </ul> <p>The above documents should be sent to <a href="mailto:recruitment@rcm.ac.uk">recruitment@rcm.ac.uk</a> by the stated closing date.</p> <p>We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date.</p> <p>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.</p>
<b>Alternative formats</b>	<p>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.</p>
<b>Interview process</b>	<p>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.</p> <p>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.</p> <p>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.</p>

## Staff Benefits

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<b>Travel</b>	<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>
<b>Events</b>	<p>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.</p>
<b>Eye tests &amp; hearing tests</b>	<p>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</p>

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, 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 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 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.

The Royal College of Music is an Equal Opportunities employer.

Jennifer Allison  
Head of HR  
August 2025

