

HR ASSISTANT

Human Resources

Grade 5, Full time, Permanent

Job reference number: 107-26



Applicant Information Pack

Closing date

9am Monday 19 October 2026

Interview date

Thursday 29 October 2026

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

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Job Description

Job title	HR Assistant
Department	Human Resources
Grade	5
Hours of work	Full-time
Contract type	Permanent
Responsible to	HR Advisor
Responsible for	No direct line management responsibility
Liaises with	Internal HR Team, Directorate, Directorate Office, Heads of Departments/Faculties, Line Managers and staff, Finance & Payroll Team, RCM trade union representatives, RCM Junior Department External Advertising agencies and website providers, Universities and Colleges Employers' Association (UCEA), Training providers, RCM's Pension schemes, HR colleagues at other Conservatoires and Higher Education Institutions
Job overview	Working within a small, generalist team the two HR Assistants are the first point of contact for the HR team answering routine queries about policy and procedure and recognising when it is appropriate to refer to the HR Advisor, Deputy Head of HR or Head of HR. The HR Assistants are responsible for administering the recruitment process from the point of advertising, through to organising interviews, issuing contracts and ensuring all pre-employment checks including DBS checks are completed.

Key Responsibilities

These include:

Recruitment & Resourcing

- Respond to internal requests to advertise new roles ensuring that recruiting managers follow RCM recruitment processes and comply with legislation and best practice.
- Ensure that any new or updated roles have been through the HERA job evaluation process, advise recruiting managers in the drafting and revising of Job Descriptions, Applicant Information Packs and advertisements
- Place advertisements, liaising with external recruitment agencies, web-based recruitment providers and media buyers and advise on the inclusion of positive action statements in adverts where appropriate
- Ensure the use of inclusive language in job adverts and job descriptions. Advise recruiting managers in relation to the Disability Confident scheme and ensure any necessary reasonable adjustments are accommodated for interview candidates
- Facilitate, advise and monitor the shortlisting process
- Administer the interview process, contact candidates, and ensure that managers are provided with appropriate documentation
- Under the guidance of the HR Advisor, issue offer letters and contracts of employment

- Administer a smooth onboarding process for new starters. This includes: obtaining references and ensuring that all relevant pre-employment checks, including health clearance, right to work checks, qualification checks and DBS checks (where applicable) are completed and requesting the creation of IT accounts and College ID badges
- Undertake individual HR Inductions with all new members of staff and support the HR Advisor in the co-ordination of the College's wider induction sessions
- On an annual basis, attend the RCMJD Induction Saturday to deliver a group HR Induction for new RCMJD Teaching staff.
- Co-ordinate and monitor adherence to GDPR policies and procedures in respect of data management and retention of recruitment and resourcing data, ensuring accurate records are kept
- Maintain and administer equal opportunities monitoring data as required by good practice and the Equality Act and any other relevant legislation
- Co-ordinate and administer the DBS (Disclosure & Barring Service) process and ensure the relevant records are maintained for relevant staff; liaising with Managers
- Keep up to date with government guidance on right to work checks and provide advice and guidance to staff on the checking process including using Share Codes and Yoti.

Operations

- The HR Team have two shared email inboxes for Recruitment and Learning and Development and a generic HR email address for general queries. The HR Assistants are expected to manage the shared inboxes and respond promptly to routine requests coming into the HR email address including, but not limited to: reference requests, employee expense claims and requests for eye tests and glasses.
- Using the iTrent database, ensure all payroll and contractual data inputting is completed to the monthly payroll deadline, this includes, but is not limited to: setting up new starters, processing leavers and processing contractual changes, such as a change of hours or job title
- Under the guidance of the HR Advisor, advise on the implementation of reasonable adjustments and utilisation of the Access to Work scheme. At the request of the HR Advisor, order specialist equipment and assistive technologies.
- Support with annual, business wide processes, such as: annual increment letters and the administration of the RCM's Annual Review & Professional Development process.
- Keep up to date with changes affecting the RCM's pension schemes (USS, TPS & NEST) ensuring that joiner, leaver and salary sacrifice processes are carried out correctly and within the required timeframes, and supporting the auto-enrolment processes
- Run routine pension reports and assist the HR Advisor with mass communications, answering routine queries, including how to opt in / out of a scheme, and processing the relevant paperwork
- Run monthly reports to monitor probation end dates, send reminders and advise line managers on the application of the Probation Policy. Send probation confirmation letters and update iTrent records. Ensure that potential performance issues during a probationary period are referred to the HR Advisor promptly

Management Information / HR Information System

- Support the continued digitisation of personal files. Organise, maintain and archive HR records, as appropriate, ensuring they are accessible and up to date, and managed in line with GDPR and Data Protection Legislation, including inputting information onto HR database (iTrent) and other HR spreadsheets
- Utilise Business Objects to run and create ad hoc reports
- Take responsibility for improving the scope of data held to improve reporting
- Support the administration of compliance and regulatory returns
- Assist the HR Advisor, as required, in the preparation of responses to FOI requests

Learning and Development

- Ensure new members of staff have completed any mandatory training and that confirmation is saved on their personal file and logged on iTrent
- Liaise with external training providers to book training sessions and process invoices.
- Ensure the administration of any training courses is completed. This includes but is not limited to: sending invitations (including links to join sessions virtually), the allocation of spaces and liaising with the provider to ensure all necessary arrangements are in place.
- Maintain accurate training records, log training on the iTrent system and run training reports as required
- Process applications for professional development funding, ensuring financial approval is sought, budget spreadsheets are updated, invoices are processed within the necessary timeframes and letters of confirmation are issued to members of staff

Finance & Invoices

- Process invoices through the TechOne finance system for approval by Head of HR and maintain the budget spreadsheet

Other Duties

- Provide support to members of the HR team, across the range of their duties
- Provide cross-cover for the second HR Assistant during periods of peak workload and absence
- Maintain employees' information and highly confidential records and information of a sensitive nature

Undertake such other duties, ad hoc projects and policy work, as the HR Advisor may require from time to time.

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	Part qualified member of the CIPD or equivalent experience	Desirable	AF
Experience/ Knowledge	Experience of an office based administrative role	Essential	AF, INT
	Experience gained within an HR environment	Desirable	AF, INT
	Experience of HR administrative processes, such as administering the recruitment process or drafting contractual paperwork	Desirable	AF, INT
	Experience of using an HR/Payroll system, ideally iTrent	Desirable	AF, INT
	Experience of pensions administration, ideally TPS or USS	Desirable	AF, INT
	Experience of working within a higher education institution	Desirable	AF, INT

	An awareness of, and interest in, current UK employment legislation and best practice	Essential	AF, INT
	An awareness of, and interest in, HR developments in advancing equality, diversity and inclusion	Essential	AF, INT
	Up to date knowledge of the right to work checking process for work in the UK	Desirable	AF, INT
	Knowledge and understanding of the confidential nature of data held by HR and a proven ability to deal with sensitive information in a professional manner	Desirable	AF, INT
Skills	Strong time management, organisational and administrative skills	Essential	AF, INT
	Ability to plan, prioritise and manage a varied workload to meet deadlines	Essential	AF, ST, INT
	Flexible and agile approach to work, with keen attention to detail	Essential	AF, INT
	High standard of written and spoken communication skills with strong interpersonal skills	Essential	AF, ST, INT
	Strong IT skills, including proficiency using Word & Excel	Essential	AF, INT
	Confidence in providing an excellent level of service to all our stakeholders including senior management, staff, students and visitors	Essential	AF, INT
	Ability to clearly communicate and explain standard HR policies and procedures	Essential	AF, ST, INT
Personal Attributes	Commitment to continued professional development	Essential	AF
	Appreciation of music, theatre and the arts	Desirable	AF
	An informed interest in higher education	Desirable	AF, INT

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the HR Advisor or Head of HR 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 full time (1FTE) 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. The working pattern for this role will be onsite for three days a week and working from home two days a week. It is expected that the days onsite will include Wednesday and Friday, however the final working pattern will be agreed with the successful applicant with consideration given to any personal commitments. To meet the operational needs of the role we will not be able to accommodate full-time remote working.												
Location	Three days per week onsite at the HR office located in 39 Jay Mews and two days working from home.												
Salary	RCM Pay Scale Grade 5, incremental points 16 – 20: <table> <tr> <th>Spine points</th><th>Full-time salary*</th></tr> <tr> <td>16</td><td>£32,321</td></tr> <tr> <td>17</td><td>£32,963</td></tr> <tr> <td>18</td><td>£33,720</td></tr> <tr> <td>19</td><td>£34,515</td></tr> <tr> <td>20</td><td>£35,381</td></tr> </table> *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 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.	Spine points	Full-time salary*	16	£32,321	17	£32,963	18	£33,720	19	£34,515	20	£35,381
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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.												

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). The RCM operates a salary sacrifice scheme for USS pension contributions, this is not automatic, but employees may opt in.
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.

How to Apply

Closing date	9am Monday 19 October 2026 Applications received after the stated closing date will not be considered.
Interview date	Thursday 29 October 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 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, 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 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 10 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.

Human Resources

The Human Resources department is a small generalist team comprised of a Head of HR, Deputy Head of HR, HR Advisor and two HR Assistants.

The HR department provides operational HR support and advice to all the departments of the RCM from job evaluation to recruitment, induction, career development and organisational change. The HR department is also responsible for developing and delivering a range of learning and development opportunities, and pay, pensions administration, reward and benefits.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

Jennifer Allison
Head of HR
October 2026

