# DIGITAL HERITAGE & TECHNOLOGY OFFICER

Museum

Grade 6, Part time (0.8FTE), Permanent

Job reference number: 104-25

**ROYAL COLLEGE OF MUSIC** *London*

## Applicant Information Pack

### Closing date

9am 5 September 2025

Late or incomplete applications <u>will not</u> be submitted to the Shortlisting Panel

### Interview date

18 September 2025

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# Job Description

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| **Job title** | Digital Heritage & Technology Officer |
| **Department** | Museum |
| **Grade** | 6 |
| **Hours of work** | Part Time (0.8FTE) |
| **Contract type** | Permanent |
| **Responsible to** | Deputy Curator, Collections & Operations Manager |
| **Responsible for** | Digitisation Volunteers |
| **Liaises with** | **Internal**<br>Museum Team; ICT; Marcomms, Digitisation and Cataloguing Volunteers<br><br>**External**<br>Digitisation companies, CMS service providers, Digital catalogue service provider, Digital harvesting platforms, Google Arts & Culture, ArenaPal, |
| **Job overview** | The Museum Digital Heritage & Technology Officer is responsible for the maintenance and expansion of the digital engagement, preservation, outreach and resources of the RCM Museum and for the development of the Museum's digital profile through existing and new platforms and initiatives, alongside partnerships with other teams and institutions. This includes overseeing the efficacy of all Collection Management and Digital Asset Management Software, digitisation of collections, updating and refining records and strengthening the Museum online catalogue and relevant aggregators, maintaining and expanding the documentation of the collections.<br><br>The successful candidate will be passionate about music, music heritage and digital heritage and will be responsible for delivering, refining and communicating the Museum digital strategy and digitisation plan in compliance with ACE Accreditation standards and with the Museum Digital Preservation Strategy. The successful candidate will work effectively in multidisciplinary teams and collaborate efficiently with internal and external stakeholders. They will also proactively deliver benchmarking, strategic planning and reporting on digital engagement and digital collection care.<br><br>The Digital Heritage & Technology Officer supports the creation of new digital content in collaboration with the Museum and RCM Marcomms team, also exploring areas for innovation such as 3D modelling and the preservation of digital heritage. They are responsible for the maintenance and development of digital resources on-site and online and to support the delivery and documentation of digital initiatives such as conferences and workshops. |

# Key Responsibilities

## Collection and Asset Management

- Reviewing, delivering and reporting on the Museum's Digital Strategy, Forward Plan and Documentation Plan
- Managing the development and maintenance of the CMS for all collections' materials, including coordinating digitization efforts, metadata development and database search capabilities to support the long-term sustainability and preservation of digital materials.
- Finding solutions to effectively integrate Collection Management with Digital Asset Management software and the online catalogue. Storing and managing digital images, documentation, sound/video files, metadata, and records.
- Undertaking and overseeing digitisation and digital preservation work including; preparing and scanning documents, prints, engravings, and photographs from the Museum collections, directly or in collaboration with external agencies, volunteers and interns. Creation and management of born digital collections assets.
- Photographing collection items as required, following guidelines provided by the Museum and creating accurate metadata for digitised images to an appropriate standard agreed with Museum managers.
- Developing 3D surface-scanned models of collection items and ensuring accessibility through the digital catalogue.
- Support digital infrastructure to streamline collections care and conservation activities, particularly collection audits.

## Digital Engagement

- Developing innovative ways to generate, manage and disseminate the Museum's digital content, including collaborations with RCM colleagues and taking an active part in digital innovation practices.
- Supporting the creation, maintenance and content management/development of the Museum's digital resources, including videos, audio recordings and audioguides for onsite and digital exhibitions.
- Developing innovative solutions to digital engagement in exhibition contexts
- Ensuring the functionality of Museum digital hardware and managing hardware challenges as they arise.
- Supporting the delivery of hybrid or online events, including meetings, seminars and conferences.
- Facilitating public awareness of online Museum resources and collaborating with colleagues from similar projects to find ways to maximise impact.
- Supporting the promotion of the Museum through social media and digital resources aimed at marketing and dissemination among different audiences.

## Supporting the Team

- Working effectively with the members of the Museum team to ensure good communication, streamlined processes and smooth working across all areas of Museum life through digital resources and training.
- Working effectively with ICT and external suppliers to ensure system security, periodic upgrades, system migrations and all areas requiring additional ICT digital support.
- Proactive and clear communication, verbally and in writing, with managers and team members on digital issues.
- Support the digital management of the team, including preparing and maintaining working environments in MS Teams and in project-management MS Office 365 tools and apps.
- Contributing to funding applications to support the Museums wider strategy and short & long- term forward plan.
- Carrying out other such duties as reasonably required, consistent with the grade of the post.

## Special Factors

This is a part-time role at 0.8FTE (28 hours per week), remote working of up to 7 hours a week may be considered following an initial period of onsite work.

# 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 | Degree in Digital Humanities, Heritage or equivalent | Essential | AF |
| | Certificate in Coding Practices or equivalent | Desirable | AF |
| Experience, Skills & Knowledge | At least three years of experience in Museum digitisation and documentation projects | Essential | AF, INT |
| | Experience in CMS management | Essential | AF, INT |
| | Experience with digital content development including digital and social media | Essential | AF, INT |
| | Awareness of trends and innovations in Museum digital resources, particularly for collection management, preservation and research | Essential | INT |
| | Good knowledge of copyright regulations, with particular focus on image and audiovisual | Desirable | INT |
| | Experience with audio and video creation, editing and subtitling | Desirable | AF, INT |
| | Coding and digital asset management skills | Essential | AF, INT |
| | Good knowledge of digital accessibility and good practice | Desirable | INT |
| Personal Attributes | A keen interest in music and musical heritage | Essential | AF, INT |
| | Well organised, reliable and produces high quality output over a prolonged period of time | Essential | AF, INT |
| | Collaborates to deliver complex projects, within time and budget | Essential | AF, INT |
| | Well organised, systematic and reliable working independently | Essential | INT |
| | A strong team player, who will contribute to a positive team culture | Essential | INT |
| | Committed to recognising, valuing and celebrating diversity and proactively advancing equality and inclusive practice. | 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

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| 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 (0.8FTE) basis.<br>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:<br><br>Spine points    Full-time salary*<br>20            £34,350<br>21            £35,173<br>22            £36,069<br>23            £37,006<br>24            £37,968<br><br>*inclusive of London Weighting allowance<br>**as this is a part-time post, the postholder will receive a proportion of the full-time salary<br><br>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.<br><br>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.<br><br>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<br><br>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.<br><br>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. |

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| 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.<br>Part time staff will receive a pro rata entitlement for annual leave.<br><br>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

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| Closing date | **9am Friday 5 September 2025**<br><br>Applications received after the stated closing date will not be considered. |
| Interview date | **Thursday 18 September 2025**<br><br>Shortlisted candidates will be notified in due course.<br><br>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<br>• Application Form<br>• Equal Opportunities Form<br><br>The above documents should be sent to recruitment@rcm.ac.uk by the stated closing date.<br><br>We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date.<br><br>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.<br><br>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.<br><br>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

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| 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.<br><br>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

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| 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.

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| Department / Faculty | 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
August 2025