

MUSEUM COLLECTIONS OPERATIONS & ADMINISTRATION ASSISTANT

Museum

Grade 5, Permanent, Part time (0.6 FTE)

Job reference number: 103-25



Applicant Information Pack

Closing date

9am Friday 5 September 2025

Interview date

Friday 26 September 2025

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

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Job Description

Job title	Collections Operations and Administration Assistant
Department	Museum
Grade	5
Hours of work	Part Time (0.6FTE), Tuesday, Wednesday, Thursday (flexible)
Contract type	Permanent
Responsible to	Deputy Curator, Museum Collections & Operations Manager
Responsible for	No direct line management
Liaises with	Internal Museum team, Finance, Library, Estates, RCM Students and Professors. External Lenders/Borrowers, Museum and Collections Industry colleagues, Contractors, Visitors, Researchers, External experts, Suppliers and Volunteers.
Job overview	<p>The Collections Operations and Administration Assistant oversees the smooth running of all administration relating to collections including loans, registration activities, collection tracking and updating the collection management system. They support the set-up and delivery of special events such as concerts, programmes, classes and group visits as required.</p> <p>The Collections Operations and Administration Assistant also takes responsibility for the administration of the Museum budget for the Museum, including working with the Finance team to clarify, streamline and communicate financial processes and procedures and communicate these within the Museum team. They are responsible for processing purchases, managing invoices, financial reporting, reconciliation of financial records and providing support in managing the Museum budget.</p>

Key Responsibilities

Museum Collections Operations and Administration

- Proactively support the day-to-day management of all activities relating to the administration of the Museum collection including coordination of loans, documentation, collection handling and location tracking.
- Proactively support the development, clarification and improvement of policies and procedures relating to collections care and assist in the development of training programmes to support collection management.
- Take responsibility for ensuring communication is responded to appropriately and in a timely manner, escalating or redirecting to other departments or members of staff as appropriate.
- Monitor the representation of the Museum online and proactively support digital engagement.
- Support collection incident and recovery planning, preparation and collection salvage activities.
- Support the work of the Museum team and fulfil any other appropriate tasks that fall within the remit of the post.

Museum Financial Administration

- Take responsibility for the administration of the Museum budget, including facilitating purchasing, raising and processing invoices, reconciliations, credit card management and facilitating approvals by budget holders.
- Ensure that all Museum financial management is completed in a timely manner and accurately reflected in any necessary budget management software or budgetary tracking spreadsheets.
- Proactively develop and communicate policies and procedures related to the financial management of the museum, in consultation with Finance, to ensure accurate and consistent management of Museum finances.
- Assist Museum management in preparing and reporting to support the Museum's Accreditation return and the Annual Report.
- Assisting with other reasonable administrative duties consistent with the grade of the post.

Special Factors

The position might require flexible working including occasional early morning or evenings in exceptional circumstances.

The role normally involves on-site work (with the possibility of remote work and flexibility for exceptional circumstances).

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	Qualifications in Museum studies, Heritage Studies, Conservation or Digital Humanities or equivalent experience.	Essential	AF, INT
	Level 2 qualification in literacy and numeracy (GCSE/NVQ Level 2)	Essential	AF, INT
	First Aid certificate (or willing to be trained)	Desirable	AF, INT
	Fire Marshall training (or willing to be trained)	Desirable	AF, INT
Experience, Skills & Knowledge	Diligence and compliance in security matters and health and safety regulations.	Essential	INT
	Confident using financial management software and systems	Essential	AF, INT
	Excellent administration and organisational skills.	Essential	AF, INT
	Excellent communication skills.	Essential	INT
	Experienced in working with financial administration systems.	Desirable	AF, INT
	Experience of working with collection management systems.	Desirable	AF, INT
	Ability to identify and proactively solve problems.	Essential	INT
	Professional experience in a museum or other cultural sector setting.	Desirable	AF, INT
	Confident and experienced using Microsoft Office package	Essential	AF
Personal Attributes	Excellent team-working and communication skills.	Essential	INT
	Professional approach to customer service.	Desirable	INT
	Proactive and quick to respond to requests	Essential	AF, 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	<p>This role is offered on a part time (0.6 FTE) 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 5, incremental points 16 – 20:</p> <table><thead><tr><th>Spine points</th><th>Full-time salary*</th></tr></thead><tbody><tr><td>16</td><td>£31,379</td></tr><tr><td>17</td><td>£32,003</td></tr><tr><td>18</td><td>£32,738</td></tr><tr><td>19</td><td>£33,510</td></tr><tr><td>20</td><td>£34,350</td></tr></tbody></table> <p>*inclusive of London Weighting allowance</p> <p>**as this is a part-time post, the postholder will receive a proportion of the full-time salary</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*	16	£31,379	17	£32,003	18	£32,738	19	£33,510	20	£34,350
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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> <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.</p> <p>This is not a role for which the RCM will act as a sponsor for the Skilled Worker route.</p>												
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	<p>Full time staff are entitled to 210 hours of holiday per annum, plus public holidays.</p> <p>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

Closing date	<p>9am Friday 5 September 2025</p> <p>Applications received after the stated closing date will not be considered.</p>
Interview date	<p>Friday 26 September 2025</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>
To apply	<p>To apply, please submit the following documents available on the RCM jobs page</p> <ul style="list-style-type: none"> • Application Form • Equal Opportunities Form <p>The above documents should be sent to recruitment@rcm.ac.uk 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>
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	<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>

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	<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>
Events	<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>
Eye tests & hearing tests	<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 cost of hearing tests.</p>
Employee Assistance Programme	<p>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.</p>
Professional Development	<p>The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.</p>

About Us

The College	<p>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.</p>
Staff	<p>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.</p>

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 / 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

