

SENIOR KEYBOARD TECHNICIAN

Keyboard Technical Services

Grade 7, Full time, Permanent

Job reference number: 303-25

Applicant Information Pack

Closing date

9am, Friday 13 June 2025

Interview date

Monday 30 June 2025

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

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Job Description

Job title	Senior Keyboard Technician
Department	Keyboard Technical Services
Grade	7
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Head of Keyboard Technical Services
Responsible for	n/a
Liaises with	Internal Head of Keyboard; Artistic Director; Deputy Director; Head of Performance, Programming & Faculties; Concert & Venue Manager; Head of Historical Performance; Academic Registrar External Piano, harpsichord, clavichord, organ and fortepiano tuners and repairers, Steinway & Sons, Jaques Samuel Pianos, Piano Logistics
Job overview	<ul style="list-style-type: none">• To ensure that the quality of the keyboard collection as a performing, learning and teaching resource is maintained through devising a programme of maintenance and rebuilding of instruments in conjunction with the Head of Keyboard Technical Services• To Support the College and, in particular the Keyboard Faculty, by providing and maintaining instruments in the best possible condition for students, professors and visiting artists• To assist with the tuning and maintenance of the College's early keyboard stock

Main Duties & Responsibilities

- Tuning the College's concert grand piano to international standards and preparing instruments for specific concert performances
- Tuning of all other College pianos, usually on site at Prince Consort Road, and occasionally at other College premises
- Tuning, maintaining and moving of harpsichord, clavichords, chamber organs and fortepianos
- Rebuilding, voicing and regulating the action of instruments and carrying out maintenance and running repairs where necessary
- Arranging tuning schedules to ensure the minimum disruption to the professors' teaching schedules
- Lead on the reporting of and proper use of 'prepared piano'
- Working closely with staff in the Keyboard Faculty, Registry and Performance & Programming
- Dealing with day-to-day administration in the keyboard workshop

Special Factors

- There may be the occasional requirement to be on standby for specific concert performances. The College offers TOIL and overtime for any hours worked above the core 35 hours per week for posts at Grade 7 and below.

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	Recognised qualifications in tuning and repairs	Essential	AF
Experience, Skills & Knowledge	Piano tuning and maintenance	Essential	AF, ST
	Rebuild to international professional standards	Desirable	AF
	Ability to plan tasks and to achieve deadlines; ability to work on own initiative and under pressure	Essential	INT
	Musical training and an understanding of keyboard repertoire	Desirable	INT
	Proven IT and administrative skills	Essential	AF, INT
Personal Attributes	Welcoming, helpful and professional manner	Essential	INT
	Enthusiasm and motivation; eagerness to learn new skills	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 Head of Keyboard, Artistic Director or the Director 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 full time (1FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week and normal office working hours are 7:00am to 3:00pm (with a one-hour lunch break), Monday to Friday.</p>
Salary	<p>The salary for this appointment will be within the range £43,500 to £52,500* comprised of a basic salary on Grade 7 of the RCM payscale plus a market supplement appropriate to the successful candidate's skills and experience.</p> <p>*inclusive of London Weighting allowance</p> <p>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>

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	<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 a role for which the RCM may act as a sponsor for the Skilled Worker route.</p>
Immigration Advisors	<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 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.</p>
DBS check	<p>Not applicable for this post.</p>
Probation	<p>The post has a six-month probationary period.</p>
Notice period	<p>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.</p>
Pension	<p>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).</p>
Annual leave	<p>Full time staff are entitled to 210 hours of holiday per annum, plus public holidays.</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 13 June 2025</p> <p>Applications received after the stated closing date will not be considered.</p>
Interview date	<p>Monday 30 June 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	<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>
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> <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

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

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.

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.

Chris Moulton
Head of Keyboard Technical Services
May 2025

