

Royal Northern College of Music

Candidate Pack

Vacancy: Concierge and Security Officer

Reference No: 2425-39

Closing Date: 12 Noon, Friday 27th June 2025

Interview Date: Wednesday 9th July 2025

The background image shows the entrance of the Royal Northern College of Music. A large, dark, vertical banner with the word 'WELCOME' in white capital letters hangs from the ceiling. Below it, a smaller banner reads 'Northern College of Music'. The entrance features large glass doors and a carpeted area with the RNCM logo. A person in a dark coat is walking away from the camera towards the entrance. In the bottom right corner, the RNCM logo is displayed with the text 'ROYAL NORTHERN COLLEGE of MUSIC' below it.

RNCM
ROYAL NORTHERN
COLLEGE of MUSIC

Job Description

Job title: Concierge and Security Officer

Department: Operations

Responsible to: Digihub and Facilities Manager

Overall Purpose of the Job

The Concierge / Security Officer will form part of the Environment and Operations team, helping to ensure the safety of staff, students and visitors, throughout all times when the College is open. The Concierge / Security Officer will provide a front line, proactive, professional visible and welcoming concierge / security service, preventing unauthorised persons from entering the College and responding to any security incidents as required. The Concierge / Security Officer will be required to develop positive, professional relationships with all operational teams within the College.

Key Responsibilities, Accountabilities or Duties

1. To provide an alert, attentive, approachable, professional and welcoming concierge service / security presence within the Link Building and its surrounding environs during all times when the College is open.
2. To visually monitor (and authorise where required) persons entering and leaving the building, i.e. staff, students, audiences and visitors to the College.
3. To authorise vehicle access and egress from the College car-parks in line existing procedures.
4. To effectively deal with the operational requirements of the College's Premises Licence and other related policies / procedures e.g. the consumption of alcohol only in permitted spaces, smoking restrictions both within and outside of the College premises.
5. To report any suspicious activity to line management, and/or direct to the Police where the situation demands an urgent response or immediate notification.
6. To provide staff, students and visitors with helpful advice, guidance and information and direct all as necessary to the relevant areas of the College.
7. To respond to security incidents on site, guarding primarily against theft and antisocial / unruly behaviour, maintaining the safety and security of those persons legitimately using the premises.
8. To act as a member of the Emergency Response Team and to be a qualified First Aider. To act as Emergency Response Coordinator (ERC) when required, deciding on and supervising, any action that is required to be taken with regard to fire alarm activations, intruder alarm activations, building evacuations and other associated emergency incidents.
9. To develop a thorough knowledge of the building and all associated entrances / exits, in order to respond to emergencies and / or incidents effectively.
10. To undertake the daily opening and help to facilitate the daily lock down procedure, working with other contracted security officers so that the building is cleared effectively at the end of every day, secured and alarmed.

11. To keep formal records of all security related activities on site, including the completion of daily reports and incident sheets, this can be required to be undertaken electronically or by hand-written means.
12. To communicate effectively via a number of means, including verbally via radio transceivers / telephone (including the constant wearing of a radio earpiece whilst on duty), in writing via email and / or hand written reports / statements, always maintaining discretion and strict confidentiality when required.
13. To help in ensuring that the College's CCTV system is effectively and professionally monitored, in compliance with the RNCM's agreed procedures and standards.
14. To develop good positive relationships with the local community Police and the security teams in the neighbouring institutions.
15. To supervise where required contracted security staff employed within the College.
16. To provide a basic reception service when the Reception is closed.
17. Positively support and comply with the RNCM's Health, Safety and Security policies and procedures.
18. To maintain strict confidentiality of information where appropriate.
19. To provide detailed information to the Police and any other emergency service when required to do so.
20. Undertake other duties as required which reasonably fall within the scope of the job, taking into account the post holder's grade, skills and qualifications.

Additional Information

Safeguarding

The RNCM is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All staff are required to complete mandatory safeguarding training, and to report promptly any concerns relating to the safeguarding of children and / or adults at risk in accordance with agreed Child Protection Policy and Safeguarding procedures.

Health and Safety Responsibilities

To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons and to comply with the policies and procedures relating to health and safety within the RNCM.

General

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential (E) / Desirable (D)	Method of Assessment
Experience		
Experience in the security industry (or other relevant sector).	E	Application Form / Interview
Experience of concierge / security work in an Arts / Educational Environment.	D	
Skills		
Excellent written and verbal communication skills.	E	Application Form / Interview
Excellent inter-personal and conflict resolution skills.	E	
High degree of observational awareness and ability to closely learn and follow relevant procedures.	E	
Self-motivated, punctual and reliable, at all times acting in a professional manner.	E	
Ability to become quickly acquainted with (and operate) various role related IT software packages.	E	
Knowledge		
To demonstrate a good knowledge and appreciation of the importance of maintaining secure environments, the relevant potential risks / threats and how best to mitigate against them.	E	Application Form / Interview
The knowledge and ability to respond appropriately to security related situations that may occur within the College.	E	
The knowledge of how to assess a situation rapidly, using appropriate actions to diffuse difficult situations and provide effective solutions, particularly from persons demonstrating anti-social and / or disruptive behaviour.	E	
Excellent understanding of security and emergency procedures.	E	
IT Literate with good understanding of Microsoft Office.	E	
Knowledge of relevant strategies and programs e.g. Alcohol / drug awareness, counter terrorism.	E	
Qualifications		
Current SIA Door Supervisor license holder.	E	Application Form /
Current First Aid certificate holder.	E	

Conflict resolution (or other relevant) qualification.	D	Interview
Other requirements		
To be able and willing to work standing up over a period of six hours whilst on duty.	E	Application Form / Interview
To demonstrate and maintain high standards with regard to personal appearance and hygiene.	E	
To be punctual and reliable.	E	
Ability and willingness to work in line with the demands of the rota, working unsocial hours, over seven days including weekends and Bank Holidays.	E	
A commitment to supporting the College in its equality, diversity and inclusion practices.	E	

Summary of Terms and Conditions	
Salary	£23,414 to £25,448 (£11,238.72 to £12,215.04 actual pro-rata salary) per annum
Hours of Work	0.48 FTE, 16.8 hours per week. Working hours are on a rota basis, 0630 to 0030, covering all seven days of the week, with each officer working four days on, six days off. Your hours of employment should not normally exceed your normal rota hours in any week.
Annual Leave	84 hours per annum, rising to 100 hours after 5 year's continuous service. In addition, the Christmas closedown and bank holidays. In addition, 2 extra statutory days are granted during the Christmas closedown plus all 8 bank holidays.
Pension	The post-holder will be eligible to join the Local Government Pension Scheme.

Issued by: Operations

Date of issue: June 2025

About Us

The RNCM

Founded in 1973 through the merger of the Royal Manchester College of Music and Northern School of Music, the RNCM is continually recognised as one of the world's most progressive conservatoires.

Home to over 900 students from more than 60 countries, we're dedicated to providing an outstanding education that propels students into careers as inspiring and versatile musicians, fully-equipped for exciting futures both on and off stage.

Our Undergraduate School includes the Bachelor of Music with Honours and the ground-breaking Bachelor of Music with Honours in Popular Music - the UK's first four-year degree in this subject. Both programmes offer students the flexibility to create bespoke packages that fully support their career aspirations. They also complement degrees within our Graduate School, which provides a stimulating environment for advanced studies in performance (including conducting), composition, musicology, music psychology, and music education.

Additionally, we're home to Junior RNCM, our Saturday school for eight to 18-year-olds, and deliver an award-winning programme of free and subsidised projects for children and young people across the North West.

What it's like to work here

Our vibrant and creative community of academic and professional services staff work together to ensure that the RNCM remains a destination of choice for talented young musicians worldwide.

Friendly, collaborative and supportive, we proudly promote an inclusive and equitable

working culture, offering family-friendly policies and regular opportunities for personal and professional development.

As a small specialist organisation, the staff voice is very important to us and there are numerous opportunities for colleagues to get involved in RNCM life throughout the year via our active staff engagement programme. We also have a Wellbeing Hub for staff and students, and are a Disability Confident Employer. If you feel there are adjustments that could be made to support you if invited to attend an interview, or if you join us as an employee, please get in touch via recruitment@rncm.ac.uk.



The Department

Provides building facilities services i.e. cleaning, portering, reception and security, together with health and safety advice and support. Provides front of house management for all events and comprehensive technical support within the College's performance venues. Responsible for building capital projects, environmental matters, fixtures and fittings, furniture, planned and reactive maintenance.

Staff Benefits

Annual leave

Minimum of 25 days (increasing to 30 days after 5 years' service and 33 days after 20 years' service) plus 8 bank holidays and closure days between Christmas and New Year.

Working hours

35 hours per week for a full-time role

Flexibility

Offered through formal flexible working (part-time, job-share, term time only, compressed hours, annualised hours and flexibility of working pattern depending on the role). Where roles are suitable we also offer blended working with a minimum of 2 days in RNCM and 3 days from home.

Family friendly policies

Enhanced maternity and paternity pay above statutory payments.

Pensions

GMPF (Greater Manchester Pension Fund) for Professional Services staff and Teachers' Pensions Scheme or USS for Academic staff. RNCM tops up pensions via an employers' contribution, adding to your pension pot.

Employee Assistance Programme

All staff can get free and confidential advice from Health Assured. The service is open 24 hours per day, 365 days per year, by telephone or via the web for staff support (mental health,

physical health, counselling etc.) as well as general support such as financial, benefits or housing advice.

Eye Tests

Staff are offered a free eye test and a contribution towards glasses where they are required for display equipment work.

Events

Staff can book one free or discounted ticket to most RNCM promoted events.

Professional Development

The RNCM is committed to the supporting training and professional development for all members of staff and a range of opportunities are available.

Travel

We have on-site parking at a reasonable cost, loans for season tickets and offer a cycle to work scheme (savings on the cost of a new bicycle and associated safety equipment by providing vouchers taken out of your salary before tax).

Staff Discounts

Offered on the RNCM Food and Drink menu which includes hot drinks, cakes and snacks in the Café. You can also get loyalty points and further offers on food and drink by using our Rewards app.

Staff Wellbeing

Our Staff Wellbeing Hub provides information, support, training and social/networking activities so you can get to meet other staff (important in a blended working environment).

Staff Voice

The views of our staff are very important. We have a staff engagement programme and we involve staff in much of our decisions/policy-making. In our latest staff satisfaction survey 98% of staff were satisfied to work at the RNCM.