

# Royal Northern College of Music

## Candidate Pack

**Vacancy: Executive Support Officer**

**Reference No: 2526-17**

**Closing Date: 5.00pm, Monday 16 March 2026**

**Interview Date: Tuesday 24 March 2026**

**RNCM**  
ROYAL NORTHERN  
COLLEGE of MUSIC

# Job Description

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**Job title: Executive Support Officer**  
**Department: Executive Support Team**  
**Responsible to: Manager of the Principal's Office**

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## **Overall Purpose of the Job**

The Executive Support Officer provides reliable, well organised and confidential administrative support to the Director of Finance and the Director of Estates & Facilities. The role supports the effective operation of both offices, ensuring information is well managed, deadlines are met, and administrative processes run smoothly. The postholder contributes to College wide activity by coordinating tasks, maintaining accurate records, and supporting projects under the guidance of senior colleagues.

## **Key Responsibilities, Accountabilities or Duties**

### Executive & Administrative Support

- Produce clear, accurate and well presented documents including correspondence, reports, briefing notes, agendas and presentations.
- Gather information and compile background material to support operational and planning activities.
- Support project and policy work by chasing deadlines, following up actions, and updating project records and logs.
- Assist with the coordination of small projects and administrative elements of larger projects led by the Executive Project Manager and Executive Projects Officer.
- Provide logistical support for meetings and events attended by the Directors, including preparation of paperwork and arrangements.
- Collate committee papers, retrieving templates from previous cycles and forwarding them for updating as required.
- Organise internal and external meetings, preparing agendas, taking minutes, and monitoring follow up actions.
- Support delivery of College events such as conferences, seminars, open days and outreach activities.

### Communication & Relationship Management

- Act as a first point of contact for enquiries to the Directors' offices, ensuring professional, timely responses.
- Communicate information clearly across teams, ensuring colleagues are kept informed and documentation is shared appropriately.
- Liaise with external organisations, government bodies and partner agencies, preparing basic submissions and supporting material when required.

### Financial Administration

- Assist with routine budgeting and forecasting tasks by preparing background information and maintaining financial records.
- Process purchase orders, invoices and expenses accurately using College systems.

### Office & Operational Support

- Maintain organised digital and paper filing systems, registers and administrative records.
- Support recruitment activity including interview scheduling, documentation

- preparation and onboarding processes.
- Book travel, accommodation and associated arrangements for the Directors.
  - Provide office cover and general administrative support to the wider Executive Office as directed by the Manager of the Principal's Office.
  - Assist with scheduling, coordination and communication for projects involving internal and external contributors.
  - Contribute to improving administrative systems and processes where efficiencies can be made.

### Compliance & Risk

- Identify issues or risks and escalate them to senior colleagues where appropriate.
- Ensure all activity complies with College procedures, policies and relevant legislative requirements.

## 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            |
|---|-------------------------------|---------------------------------|
| <b>Experience</b>   |                               |                                 |
| Experience supporting senior leaders or managing complex administrative workloads.                              | E                             | Application Form/Interview Test |
| Experience producing documents such as correspondence, reports, agendas, briefing notes and presentations.      | E                             |                                 |
| Experience organising and servicing meetings (agendas, minutes, actions).                                       | E                             |                                 |
| Experience supporting projects, tracking deadlines and following up actions.                                    | E                             |                                 |
| Experience of financial administration (processing POs, invoices, expenses).                                    | E                             |                                 |
| Experience supporting events (conferences, seminars, open days, outreach).                                      | D                             |                                 |
| Experience supporting recruitment processes (scheduling interviews, preparing documentation).                   | D                             |                                 |
| <b>Skills</b>   |                               |                                 |
| Excellent organisational skills and strong attention to detail.   | E                             | Application Form/Interview Test |
| Confident written and verbal communication skills.  | E                             |                                 |
| Ability to prioritise tasks and manage conflicting demands.   | E                             |                                 |
| High degree of discretion, professionalism and reliability.   | E                             |                                 |
| Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint).   | E                             |                                 |
| Ability to use initiative and undertake forward planning on behalf of senior colleagues.                        | E                             |                                 |
| Strong relationship building and liaison skills with internal and external stakeholders.                        | E                             |                                 |
| <b>Knowledge</b>  |                               |                                 |
| Knowledge of administrative systems, digital and paper filing practices.  | E                             | Application Form                |
| Understanding of organisational policies, procedures and compliance requirements.                               | E                             |                                 |
| Familiarity with project coordination processes.  | D                             |                                 |
| <b>Qualifications</b>   |                               |                                 |
| Educated to A Level or equivalent experience including passes at GCSE of grade C or above in English and Maths. | E                             | Application Form                |

| Other requirements   |   |                            |
|--|---|----------------------------|
| Ability to identify issues or risks and escalate appropriately.                        | E | Application Form/Interview |
| Flexibility to undertake other duties reasonably falling within the scope of the role. | E |                            |
| Commitment to supporting College wide activity and collaborative working.              | E |                            |

| Summary of Terms and Conditions |  |
|---------------------------------|--|
| <b>Salary</b>                   | Grade 5, SCP 20 to 23, £29,588 to £32,080 per annum  |
| <b>Hours of Work</b>            | 35 hours per week, (e.g. Monday – Friday, 9am – 5pm but may vary from time to time. Flexibility in working hours will be expected.)                                      |
| <b>Annual Leave</b>             | 25 days per year, increasing to 30 days after 5 years' service. In addition, 2 extra statutory days are granted during the Christmas closedown plus all 8 bank holidays. |
| <b>Pension</b>                  | The post-holder will be eligible to join the Local Government Pension Scheme.  |

**Issued by:** Sonja Burling, Manager of the Principal's Office

**Date of issue:** March 2026

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# About Us

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## 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](mailto:recruitment@rncm.ac.uk).



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# Staff Benefits

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## **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.