

Job Description (28-07-2025)

Job Title:	Head of Client Operations
Reports to:	Group Operations Director
Type of contract:	Full time, permanent
Location:	Office based
Salary:	£60-70K

Prime Function of Role:

The Head of Client Operations is responsible for the day-to-day leadership and management of RADA Business's Client Operations team. The scope of RADA Business's work includes bespoke client programmes, coaching and RADA Business's retail offering of leadership and performance programmes, and this role ensures the efficient, high-quality delivery of client services, while optimising operational processes, systems, and use of RADA's facilities. The post holder will act as a key liaison between Business Development, Operations, and the wider team, enabling seamless collaboration and supporting the wider commercial objectives of the organisation.

Main areas of accountability are:

1. Client operations strategy, operational delivery and planning
2. Team leadership and people development
3. Facilities and venue strategy, planning and coordination
4. Systems and process improvement
5. Risk management, compliance, health and safety.

Accountabilities include, but are not limited to:

1. Client Operations Strategy, Operational Delivery & Planning

- Lead on the strategy for Client Operations to ensure this aligns with the overall RADA Business strategy and objectives and meets the ongoing needs of RADA Business clients.
- Oversee the end-to-end delivery of UK and international training programmes, ensuring sessions are well-organised, resourced, and professionally run.
- Develop and implement operational delivery plans in alignment with strategic business goals.
- Design and embed operational workflows that are scalable and support growth.
- Oversee resource allocation to client programmes, ensuring balanced workloads and optimal use of expertise.

2. Team Leadership and People Development

- Take overall responsibility for the people management and leadership of the Client Operations team.
- Provide line management for Operations Managers, providing guidance, performance support, and strategic oversight.
- Foster a collaborative, inclusive, and high-performing team culture with a focus on professional development and wellbeing.
- Act as a key escalation point for operational issues, ensuring effective resolution while maintaining service quality.
- Maintain a clear, up-to-date overview of team capacity, skills and workload to inform work allocation and development opportunities.
- Lead on Client Operations resource planning, recruitment, on-boarding of new joiners and off-boarding of leavers.

3. Facilities & Venue Strategy, Planning and Coordination

- Manage venue strategy and policy in support of client delivery, including approach to venue hire.
- Collaborate with RADA Estates and Technical teams as needed to develop the estate strategy to ensure this meets the needs of RADA Business and its clients.
- Collaborate with relevant parties, including RADA Estates and Technical teams to ensure that all venues, internal and external, meet delivery needs and are safe, accessible, and fit for purpose.
- Ensure all programme logistics are communicated effectively across Estates, Catering, and other relevant support functions.
- Support planning and operational readiness for commercial programme delivery and venue hire.

4. Systems & Process Improvement

- Maintain and enhance operational systems and reporting (e.g., MS Dynamics) to improve scheduling, resource planning, client communications and reporting.
- Lead continuous improvement of operational processes to ensure they are efficient, scalable, and client focused.
- Collaborate with Business Development, Commercial Operations and other relevant RADA and RADA Business functions to optimise cross-functional processes and ensure alignment.

5. Risk Management, Compliance & Health & Safety

- Lead on risk management from the perspective of Client Operations, ensuring policies and process are fit for purpose, and that risks are identified and mitigated in a timely manner.
- Ensure full compliance with RADA policies and statutory obligations, including health & safety, safeguarding, accessibility, and GDPR.
- Own relevant risk assessments, including travel-related, and maintain awareness of global events and travel advisories to ensure international working requirements are understood and adhered to, including work visas.
- Contribute to the ongoing development and maintenance of the Business Continuity Plan.

6. Cross-organisation Contribution

- Champion equity, diversity and inclusion across all areas of responsibility.
- Play an active role in the effective day-to-day running of the RADA Business offices and facilities.
- Ensure data protection and health and safety policies are always upheld.

7. General Requirements

- Demonstrate a strong commitment to the RADA Business values and ethos.
- Be flexible and responsive to business needs, including undertaking other duties commensurate with the role.
- Contribute proactively to continuous improvement, innovation and the achievement of RADA Business's strategic objectives

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Education to a good standard – A Level or higher or equivalent relevant experience. 	<ul style="list-style-type: none"> Degree or formal administration training.
Knowledge	<ul style="list-style-type: none"> Administration and operations processes for delivery of training programmes. Good overall IT skills including common Microsoft applications e.g. Word, Outlook, Excel. 	<ul style="list-style-type: none"> Health and safety compliance processes Customer services experience Project management experience
Skills/abilities/competencies	<ul style="list-style-type: none"> Focus on quality and results Ability to work to own initiative Excellent organisational skills with ability to manage and meet own deadlines Attention to detail and an eye for quality Adaptable and flexible. Excellent written English Excellent document presentation and proof-reading skills. 	
Experience	<ul style="list-style-type: none"> Experience in training administration Experience of working on event management in an administrative role 	
Personal Attributes	<ul style="list-style-type: none"> Able to manage own time well Good communicator Strong collaboration and team working A calm approach, comfortable working in a dynamic and fast changing environment Excellent interpersonal skills, able to flex to work with different types of clients and their varied personal requirements Values the importance of equality, diversity and inclusion. 	<ul style="list-style-type: none"> Interest in performing arts.