

Job Description

Job Title:	Client Operations Coordinator
Hours of Work	Full-Time
Location:	Primary base: Scala Street, London, with option for some working from home

Prime Function of Role:

The prime function of the role is to:

- Work closely with the business development team to provide exceptional client service, through the administration of client programmes.
- Support the delivery of both in-person events and online programmes, including training courses, client events and other activities.
- Work collaboratively with colleagues across RADA Business (RB) and contribute to the development of efficient and effective business operations.

Accountabilities:

- Act as a primary point of contact for clients in relation to client events, before, during and post events.
 - Manage the implementation of courses/events, including arrangements for the delivery team, and communication on logistics etc.
 - Schedule event dates with the client.
 - For in-person work, establish venue requirements, book venues, arrange catering, ensuring dietary requirements are supported.
 - Schedule and book the delivery team which could include tutors, actors, role players and session moderators.
 - For virtual programmes, establish arrangements for remote hosting.
 - Prepare and distribute course/event materials.
 - Issue joining instructions.
 - Manage travel arrangements for the delivery team, including hotels, transfers and flights.
 - Assist with communications to ensure courses/events are fulfilled efficiently.
 - Ensure arrangements and responsibilities are clear for 'meeting and greeting' clients at the start courses/events.
 - Create feedback forms for programmes and manage the collection and processing.
- Structuring event entries on our in-house system (Dynamics 365), ensuring information is accurate.
 - Review and process invoices from freelance contractors.
 - Undertake the necessary processes to ensure clients are billed accurately.
- Contribute to the success of the team
 - Support the training of new members of the team
 - Effectively manage own time to ensure an appropriate distribution of resources
 - Share responsibility for successful team meetings, taking initiative to champion the work of the team and develop collaboration.
- Contribute to the efficient and effective operation of the RB offices.

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Other responsibilities

- Promote Equity, Diversity and Inclusion at all times, ensuring these considerations are at the forefront of thinking in relation to all areas of responsibility.
- Comply with GDPR regulations
- Comply with Health and Safety legislation

The post holder will be expected to undertake other duties as requested commensurate with their skills and experience.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Education to a good standard – A Level or higher or equivalent relevant experience. 	
Knowledge	<ul style="list-style-type: none"> Good office management skills, particularly managing competing priorities. Good overall IT skills – specifically Microsoft packages 	<ul style="list-style-type: none"> Experience of using Dynamics 365 or an alternative client management database.
Skills/abilities/competencies	<ul style="list-style-type: none"> Focussed on quality and results. Ability to work to own initiative with minimal supervision. Excellent organisational and administration skills with ability to manage and meet own deadlines. Proof-reading / copy writing skills. Multitask and deal with a number of issues simultaneously. Excellent attention to detail and able to meet deadlines. Adaptable and flexible. Excellent written English. Excellent document presentation and proof-reading skills. 	
Experience	<ul style="list-style-type: none"> Experience of working in an administrative role. Experience in coordinating and working on events. 	<ul style="list-style-type: none"> Experience of working in professional services
Personal Attributes	<ul style="list-style-type: none"> Calm manner able to manage different people/personalities across different subjects and areas of business. Able to manage own time well, flexible to the demands of the moment. Good communicator. Ability to work as a member of a team. Excellent interpersonal skills with the ability to persuade. Values the importance of equity, diversity and inclusion. 	<ul style="list-style-type: none"> Interest in theatre.