

Job Description

Job Title:	Client Operations Coordinator (Open Programmes)
Reports to:	Open Programmes Operations Manager
Hours of Work:	Full time
Location:	Primary base is the RADA Business office in Scala Street, London, with the option for some working from home
Salary:	£30,000 to £35,000

Prime Function of Role:

The prime function of the role is to:

- Work as part of the Open Programmes (TOPs) team to provide exceptional client service, through the administration of the TOPs portfolio
- Work collaboratively with the Client Operations team and colleagues across RADA Business (RB) and contribute to the efficient and effective running of the organisation.

Accountabilities include, but are not limited to:

1. Delivery of the Open Programmes programme requirements within the TOPs portfolio, in conjunction with the TOPs team:

TOPs programme delivery:

- Create/send joining instructions, pre and post programme materials
- Act as a point of contact for participants in relation to programme details and bookings
- Ensure arrangements and responsibilities are clear for 'meeting and greeting' participants at the start of programmes/events
- Undertake the necessary processes to ensure participants are billed accurately
- For virtual programmes, set up links and manage arrangements for remote hosting
- Ensure that participants are asked about disability access requirements and that appropriate steps are taken in response.
- Administrative support for the booking and invoicing of participants and supporting the finance team through Dynamics processing and client engagement
- Undertake the necessary processes to ensure participants are billed accurately
- Gather and share post-event feedback with the rest of the TOPs team, in particular with the Portfolio Lead for Open Programmes and the TOPs Business Development team to support client relationship management
- Sharing feedback on operational movement of clients with Marketing to help support short-term and long-term marketing of TOPs to help boost occupancy of programmes

Providing on the day of an in-person event:

- Be present onsite to act as support to the Front of House team – welcoming participants and providing any necessary support to tutors in getting ready for the event
- Act as liaison between venue, catering, tutors and participants.

Additional support with organisation of TOPs activities when required:

- Scheduling programme dates
- Schedule and book the delivery team which could include tutors, actors, role players, camera crew, technical support
- Schedule venue and catering when required for future planning
- Supporting the TOPs Business Development team in providing operational support with revenue & sales reporting, and strategy planning

2. Systems administration

- Maintain the client management system (Dynamics 365) ensuring data and documentation is accurate and complete
- Support updates of the retail portal and website in conjunction with TOPs team and Marketing.

3. Collaborate and work closely with the Client Operations team

- Attend Client Operations team meetings acting as an ambassador for the TOPs portfolio
- Share learning and participate in discussions about the development of client services delivery including catering and in-house course provision
- Support the Client Operations team in sharing operations workload evenly across RB, including office administrative tasks such as maintaining delivery materials.

4. Other responsibilities

- Effectively manage own time to ensure an appropriate contribution to resource planning
- Contribute to the efficient and effective operation of the RB office
- 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 regarding protecting personal data
- Comply with Health and Safety legislation keeping up to date with RB and RADA's Health and Safety Policy.

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

Person Specification

	Essential	Desirable
Qualifications	Education to a good standard – A Level or higher or equivalent relevant experience.	Degree or formal administration training.
Knowledge	- Good administration experience - Good overall IT skills including Word, Outlook, Excel.	Background in performing arts.
Skills/abilities/competencies	- 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	- Experience in an administrative role. - Experience in coordinating and working on events.	
Personal Attributes	- Able to manage own time well - Good communicator - Ability to work as a member of a team - Attention to detail and a calm approach to managing tasks - Flexibility - Excellent interpersonal skills, able to manage different people/personalities across different areas of business. - Values the importance of equality, diversity and inclusion.	Interest in performing arts.