

Job Description

Job Title:	Client Operations Manager
Reports to:	Head of Client Operations
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:	£43,000 - £47,000

Prime Function of Role:

The prime function of the role is to:

- Ensure that the business processes associated with running RADA Business' retail offering, including the complex suite of Open Programmes, and B2C services are organised and implemented effectively.
- Ensure all Open Programmes are planned, resourced and staffed to a consistently high standard.
- Work closely with the Business Development team to provide exceptional client experience and to ensure programmes are delivered as efficiently as possible and in line with course descriptions.
- Line Manage the Open Programmes Operations Coordinators, and other Client Operations Coordinators as required, and oversee the client facing responsibilities of the RADA Studios Duty Management team.
- Contribute to the management and development of the wider Client Operations team and to the development of business operations processes.
- Act as the Operations Lead on some programmes.
- Support the Head of Client Operations on the shaping, delivery and reporting of strategic projects.
- Work collaboratively with colleagues across RADA Business (RB) to contribute to the efficient and effective running of the organisation.

Accountabilities include, but are not limited to:

People

- Line manage the Open Programmes Operations Coordinators, and other Client Operations Coordinators as required, in line with RADA Business policies and processes. Support with the allocation of work across the Operations team.
- Oversee the client facing performance of the Studios Duty Management team, supervise their daily work allocations and collaborate with RADA's Front of House team to support their effective line management.
- Work with the Head of Client Operations to foster a collaborative, inclusive and high performing team culture, with a focus on professional development and wellbeing. Collaborate across the Operations team to maximise efficiency and share of best practice.

Manage the Operational Delivery of all Open Programmes and B2C services

- Collaborate with the Head of Client Operations and the Portfolio Lead (Open Programmes) to schedule course dates, with a focus on resource planning.

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- Schedule and book the delivery team for each programme which could include tutors, actors, role players, camera crew and technical support.
- Liaise with RADA's Estates and Front of House teams, and RADA Business' Business Support Manager on utilisation and functionality of on-site spaces, ensuring courses run in safe, comfortable and well-equipped spaces.
- In collaboration with the Head of Client Operations, manage the relationship with RADA's preferred catering company, especially with a view to longer term planning.
- Support the Open Programmes Operations Coordinators on the delivery of all coaching sessions with the Open Programmes portfolio.
- Collaborate with the Head of Client Operations and the Portfolio Leads to ensure best practice delivery of B2C services to clients. Support Client Operations Coordinators on the delivery of B2C services, including Coaching.
- Continuously review operational processes to ensure we are working as efficiently as possible, support the operations team through any process changes.
- Ensure all participants are welcomed, safe and supported when working with us – on-site, offsite or online – ensuring they are properly inducted and able to act within relevant policies, procedures and codes of conduct.
- Ensure that participants' access requirements are sensitively collected and that reasonable adjustments are put in place as a response.
- Act as the primary point of contact for escalated complaints.
- Ensure enquiries in the Open Programmes inbox are being responded to in a timely and professional manner, and redirected as appropriate.

Strategic Projects

- Work with the Head of Client Operations, and other RADA Business colleagues to identify, shape, deliver and report on strategic projects.

Act as Operations Lead on some Open Programmes

- Create/send joining instructions and pre and post programme materials.
- For virtual programmes, set up links and manage arrangements for remote hosting.
- Act as the primary point of contact for participants on allocated courses.
- For virtual programmes, set up links and manage arrangements for remote hosting.
- On the day of the event, be present onsite to support the Front of House team – welcoming participants and providing any necessary support to tutors.
- Act as liaison between participants and the wider delivery team.

Systems administration and finance

- Ensure data, documentation and revenue attribution is accurate and complete on the client management system (Dynamics 365 – training will be provided).
- Manage the retail portal on Dynamics 365.
- Liaise with Marketing to ensure the Open Programmes website is up to date.
- Ensure strong systems are in place for the timely processing of invoices, credit card payments and expenses.

Reporting

- Gather and share participant feedback with relevant stakeholders.

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- Support the Head of Client Operations with reporting against the operations team's Key Performance Indicators.
- Collaborate with the Commercial Operations Manager, Business Development team and finance team on other necessary reporting.

Cross-organisation Contribution and General Requirements

- 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.
- 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

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.	Formal administration training.
Knowledge	Administration and operations processes for delivery of training programmes. IT skills including the Microsoft 365 suite, and the ability to pick up new systems quickly.	Background in performing arts.
Skills/abilities/competencies	Ability to work with a customer centered approach. Ability to work to own initiative and to prioritise time effectively. Excellent organisational skills. Ability to work in a complex and cross-function team. Attention to detail and an eye for quality. Adaptable and flexible. Excellent verbal and written communication. Excellent document presentation and proof-reading skills.	
Experience	Experience in an administrative role. Experience in administrative and operational event or course delivery. Experience leading and managing a complex team. Experience in a customer facing role, and with complaints handling.	

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Personal Attributes	<p>Able to manage own time well.</p> <p>Good communicator.</p> <p>Attention to detail and a calm approach to managing tasks.</p> <p>Flexibility.</p> <p>Excellent interpersonal skills, able to work with different types of clients and their varied personal requirements.</p> <p>Values the importance of equality, diversity and inclusion and able to embed in a team and in processes.</p> <p>A calm approach, comfortable working in a dynamic and fast changing environment.</p>	Interest in performing arts.
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