

Job Description

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| Job Title: | Client Operations Coordinator |
| Reports to: | Client Operations Manager |
| Hours of Work | Full-Time |
| Location: | Primary base: Scala Street, London, with option for some working from home |
| Salary: | £35,000 |

Prime Function of Role:

The prime function of the role is to:

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

Accountabilities include, but are not limited to:

Act as a primary point of contact for clients and participants in relation to client events and coaching sessions at all points of delivery.

- Deliver an exceptionally high standard of service to clients.
- Manage the implementation of courses/events, including arrangements for the delivery team, and communication on logistics etc.
- Ensure all event and performance coaching dates are agreed and scheduled with the client, in a timely manner.
- Guarantee that all in-person sessions have confirmed venues and catering, meeting agreed standards.
- Ensure all delivery team members (tutors, actors, role players, and session moderators) are confirmed for each session.
- For virtual programmes, establish arrangements for remote hosting.
- Full responsibility for the preparation and distribution of accurate joining instructions and course/event materials.
- Manage travel arrangements for the delivery team, including hotels, transfers and flights.
- Ensure arrangements and responsibilities are clear for 'meeting and greeting' clients at the start courses/events and liaise with delivery teams during event delivery.
- Ensure post-event feedback for all programmes is collected and shared efficiently with relevant stakeholders, supporting client relationship management and marketing.
- Undertake the necessary processes to ensure participants and clients are billed accurately.

Systems administration

- Manage engagements through the client management system (Dynamics 365 – full training will be provided) ensuring data and documentation is accurate, complete and processed in line with published timeframes.

RADA BUSINESS

- Support updates of the retail portal and website in conjunction with TOPs team and Marketing.

Work collaboratively to 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.

Other responsibilities

- Promote Equality, Diversity and Inclusion at all times and ensure they are at the forefront of your thinking when undertaking your day-to-day responsibilities and contributions to long term business goals.
- 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 administration experience, particularly managing competing priorities. Good overall IT skills – specifically Microsoft packages An awareness of how to deliver an exceptional client / customer experience | <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"> Focused on quality and results. Ability to work to own initiative with minimal supervision. 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. Good numeracy skills. | |
| Experience | <ul style="list-style-type: none"> Experience of working in an administrative role. Experience in coordinating and working on events. Experience working in a client / customer facing role | <ul style="list-style-type: none"> Experience of working in professional services |
| Personal Attributes | <ul style="list-style-type: none"> Calm manner able to build strong relationships 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, and able to embed in work. | <ul style="list-style-type: none"> Interest in performing arts. |