Job Description

Job Title:	Workplace and Operations Coordinator
Reports to:	Head of Client Operations
Hours of Work	4 hours/day (scheduled between 9am-2pm, at candidate's preference). 5 days / week. 20 hours/week total. One full day Tuesday required per month to attend a full business meeting, for which TOIL will be given.
Location:	Primary base: Scala Street, London, with option for some working from home (maximum 2 days / week)
Salary	£18,667 (FTE £35,000) One-year Fixed Term Contract.

Prime Function of Role:

The Workplace and Operations Coordinator is responsible for supporting the smooth and efficient operation of RADA Business through the coordination of workplace services, governance administration, internal communications, employee experience activities and operational resources.

The postholder will act as a central coordination point across multiple business functions, ensuring that colleagues, clients, freelancers and visitors experience a professional, safe and well-organised environment. They will contribute to business effectiveness through strong administration, communication and event planning while supporting continuous improvement across processes and services.

The role plays an important part in shaping the day-to-day experience of colleagues, clients, freelancers and visitors. As one of the central coordination points within the business, the postholder will help foster a positive, welcoming and inclusive culture through excellent service, proactive communication and thoughtful organisation. This role helps create an environment where colleagues enjoy coming to work.

Main accountabilities include:

- Workplace & Facilities Coordination
- Business Operations & Governance Support
- Internal Communications & Employee Experience
- Resource, Supplier & Asset Management
- People Operations Administration

Accountabilities include, but are not limited to:

1. Workplace & Facilities Coordination

- Coordinate the day-to-day operation, presentation and effectiveness of office and delivery environments.
- Act as a key point of contact for workplace and estates related matters, ensuring issues are identified, communicated and resolved appropriately.
- Work collaboratively with RADA FOH and Estates to support maintenance, health and safety compliance, workplace audits and operational readiness.
- Maintain workplace resources, equipment and facilities to ensure environments remain safe, welcoming and fit for purpose.
- Support visitor, contractor and access management processes whilst championing high workplace standards across all locations.
- Work collaboratively with the Operations Assistant to support the effective running of workplace and business operations.
- Coordinate the effective utilisation of studio and delivery spaces, helping to ensure rooms are used efficiently and appropriately for planned activity.
- In collaboration with the Operations Assistant, monitor studio bookings, holds and allocations, identifying opportunities to release unused capacity and maximise availability.
- Work with colleagues across the business to ensure activities are scheduled in the most suitable spaces, balancing client needs, operational requirements and room availability.

2. Business Operations & Governance Support

- Build and maintain effective working relationships with colleagues, suppliers and external stakeholders to support the smooth delivery of business operations.
- Provide high-quality administrative support to organisational meetings.
- Coordinate agendas, slides, papers, minutes and action tracking to ensure effective operational oversight.
- Support the maintenance of operational records, SharePoint sites, and information management systems.
- Support policy administration, document control and continuous improvement initiatives across the business.

- Provide flexible administrative support for operational projects and business priorities as required.

3. Internal Communications & Employee Experience

- Coordinate internal communications to ensure colleagues and freelancers receive timely, accurate and engaging information.
- Support with communication schedules, newsletters, content gathering and publication across internal channels.
- Support leaders in communicating business updates, priorities and organisational initiatives.
- Coordinate employee engagement activities, business meetings, celebrations and internal events that strengthen culture and connection.
- Coordinate the logistical planning and administration of company-wide events, away days, training sessions, speaker sessions and wellbeing initiatives.
- Monitor event budgets and resources to ensure activities are delivered effectively and within agreed parameters.
- Contribute positively to the culture of the organisation through enthusiasm, collaboration, excellent service and a proactive approach to supporting colleagues.

4. Resource, Supplier & Asset Management

- Coordinate the procurement, maintenance and monitoring of operational resources, equipment and supplies.
- Maintain accurate asset registers, inventory records and supplier information.
- Coordinate relationships with operational suppliers and service providers to support business needs.
- Obtain quotations, coordinate purchasing activity and contribute to effective budget management.
- Identify opportunities to improve value, efficiency and service quality across operational contracts and suppliers.

5. People Operations Administration

- Support employee and freelancer lifecycle activities, including onboarding, induction, offboarding and compliance administration.

- Coordinate operational aspects of people processes and maintain associated records and documentation.
- Support employee wellbeing initiatives and activities that contribute to a positive workplace experience.
- Conduct and administer pre-engagement checks and related compliance requirements for freelancers and other workers.

General Requirements

- Demonstrate a strong commitment to the values and objectives of RADA Business.
- Champion equity, diversity and inclusion in all aspects of work.
- Ensure compliance with organisational policies, including health and safety, data protection and information security requirements.
- Develop positive working relationships across RADA Business and the wider RADA community.
- Contribute proactively to continuous improvement and organisational effectiveness.
- Undertake any other duties reasonably required and commensurate with the level of the role.

Person Specification

	Essential	Desirable
Qualifications	• Education to a good standard – A Level or higher or equivalent relevant experience. • Willingness to undertake and maintain First Aid training.	
Knowledge	• Good overall IT skills – specifically Microsoft packages – and the ability to learn new systems quickly. • An awareness of how to deliver an exceptional client / customer experience.	
Skills/abilities/ competencies	• Ability to work to own initiative with minimal supervision. • Excellent organisational skills with ability to manage and meet own deadlines. • An eye for quality of employee and client experience. • Adaptable and flexible. • Excellent written communication skills, document presentation and proof-reading skills.	

	• Good numeracy skills. • Strong attention to detail when managing data and documentation. • Ability to build effective working relationships with a range of internal and external stakeholders.	
Experience	• Good administration experience, particularly when managing competing priorities. • Experience of working in a busy environment. • Experience of coordinating meetings, events or operational activities involving multiple stakeholders and competing priorities. • Experience of gathering, coordinating and presenting information from multiple stakeholders. • Experience of maintaining accurate records, documents and information systems.	
Personal Attributes	• Positive, approachable and with a calm manner. • Takes pride in creating welcoming and inclusive experiences for colleagues, clients and visitors. • 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.	• Interest in performing arts.