

Job Description

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| Accountabilities: |
| Leadership and Team Management:   * Lead, manage, and develop the Estates, Venues, Operations and ICT teams to deliver high standards of service and professionalism. * Provide effective line management to direct reports, including performance reviews and ongoing support for professional development. * Foster a positive, collaborative team culture with strong communication and shared objectives. * Build and maintain productive relationships with colleagues, suppliers, contractors, and other stakeholders. * Drive continuous improvement through the implementation of best practices, innovation, and efficient workflows. * Mentor and support team members in their growth and performance. |

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| Job Title: | Head of Operations and Estate |
| Reports to: | Group Operations Director |
| Responsible for: | Estates Manager, Venues Manager, Operations Manager, ICT Manager |
| Salary: | £65,000 per annum |
| Contract: | Full-time, permanent |
| Location: | On site at RADA |

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| Prime Function of Role: |
| The Head of Operations and Estate plays a vital leadership role in ensuring the smooth, compliant, and high-quality operation of RADA’s facilities and services. Balancing estate and health and safety compliance with the delivery of exceptional operational services, the post holder will lead and coordinate the Estates, Venues, Operations and ICT teams. Responsible for day-to-day buildings and facilities management, commercial venue usage, and long-term planning, the role also supports sustainability, health and safety, anti-racism and equity strategies, ensuring RADA remains a safe, inclusive, and high-performing environment across its central London estate. |

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| Planning:   * Lead long-term planning for Operations and Estate, aligned with strategic priorities. * Identify and implement operational improvements, efficiencies, and income generation opportunities. * Oversee effective space planning across all buildings to meet educational, commercial and staffing needs. * Provide regular updates and reports on progress against strategic objectives.   Financial Management:   * Develop, manage and monitor budgets across all operational areas, ensuring value for money and accountability. * Support income generation opportunities through sound financial oversight and strategic planning.   Operations and Facilities:   * Ensure high-quality service delivery for students, staff, clients, and visitors. * Lead day-to-day facilities management across RADA, ensuring buildings are safe, functional, and well-maintained. * Manage risk reporting and mitigation strategies. * Oversee staffing and operations in Box Office, Duty Management and Visitor Experience. * Collaborate with teaching, production, and commercial colleagues to ensure smooth coordination of activities. * Oversee box office operations, ensuring excellent customer service. * Manage planned and preventative maintenance programmes, working with internal teams and external contractors. * Oversee supplier and contractor relationships, ensuring compliance, value, and service standards. * Oversee Venue Hire and maximise income from venue hire through efficient commercial space utilisation. * Oversee the relationship with on-site catering services.   Overall Estate Planning and Management:   * Take a strategic view of estate management, aligning facilities with RADA’s objectives and evolving needs. * Assess and report on the condition of facilities, identifying priorities for upgrades and investment. * Lead estate planning efforts that incorporate sustainability and long-term value. * Provide well-researched, prioritised and costed recommendations to senior leadership. * Collaborate on project execution, ensuring minimal disruption to day-to-day operations. * Maintain professional networks with consultants and suppliers, applying sector best practices. |

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| Capital Projects and Project Management:   * Regularly evaluate RADA’s facilities to identify the need for improvements and maintenance. * Contribute to capital project planning, ensuring delivery on time, within budget, and to high-quality standards. * Lead and manage organisational projects related to premises and infrastructure. * Maintain effective relationships with suppliers and partners throughout project lifecycles.     Health and Safety Management and Security Policy Management:   * Act as RADA’s designated ‘Responsible Person’ * Lead on statutory health and safety compliance across the organisation, including fire safety and related policies. * Own and regularly review RADA’s Health and Safety Policy, ensuring compliance with all legal and organisational requirements and policies. * Chair the Health and Safety Committee and work with the external Health and Safety Consultant to ensure high safety standards. * Manage relationships with external health and safety consultants. * Develop and maintain security policies and procedures to ensure the safety and wellbeing of students, staff and visitors, including regularly reviewing security measures and response plans.   Anti-Racism and Equity:   * Lead the implementation and maintenance of the anti-racism and equity action plan for Estates, Operations, and ICT. * Actively contribute to RADA’s Anti-Racism and Equity Leads Group. * Promote inclusive practices and embed equity principles in all aspects of operational decision-making.   Sustainability Management:   * Promote and implement sustainable practices across all operational functions within RADA. * Support RADA’s environmental goals and integrate sustainability into planning and operations. |
| Business Continuity:   * Work with senior management to ensure business continuity plans are in place, up to date, and effectively implemented.     General Responsibilities:   * Champion equality, diversity, and inclusion in all areas of work. * Ensure all health and safety, fire safety, and data protection policies are followed. * Support and ensure compliance with RADA’s Data Protection policy to uphold data security and privacy. * Undertake other duties reasonably expected within the scope of the role, as requested by senior leadership.     Availability to Work:  This role may require occasional evening and weekend work to meet operational needs. |

Person Specification

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|  |  | Essential |  | Desirable |
| Qualifications | • | IOSH qualification, Project Management qualification | • | Degree or relevant qualification in Estates or similar |
|  |  |  | • | NEBOSH  qualification |
|  |  |  | • | First Aid Training. |
| Knowledge | •  •  • | Venue licensing and Health and Safety legislation. Current best practice in venue management.  Risk assessment and security planning. | • | Theatre licensing legislation. |

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| Skills/abilities/competencies | • | Financial management skills, including budget planning and resource allocation, are important. |  |
|  | • | Excellent leadership and team motivation abilities. |  |
|  | • | A commitment to continuous improvement and track record or implementing best practices. |  |
|  | • | Effective time management and multitasking skills. |  |
|  | • | Proficient in Word, Excel, and Outlook. |  |
|  | • | Strong planning and organizational skills. |  |
|  | • | Commercial aptitude, focused on delivering results. |  |
|  | • | Negotiation, problem solving, and diplomatic skills. |  |
| Experience | • | Experience in a senior operations role within a similar setting. |  |
|  | • | Proven track record leading and managing teams through change. |  |
|  | • | Proven record of delivering high-quality customer service. |  |
|  | • | Several years of experience running an equivalent venue. |  |
|  | • | Line management and training of management-level staff. |  |
|  | • | Project management and event management experience. |  |
|  | • | Budget management and revenue and cost management experience. |  |
| Personal Attributes | • | Strong leadership skills. |  |
|  | • | Outstanding communication skills with people at all levels. |  |
|  | • | Excellent organizational skills with the ability to multitask. |  |
|  | • | Confident and positive when dealing with people. |  |
|  | • | Dynamic team player with a focus on service. |  |