

Job Description

Job Title:	Short Courses Operations Manager
Reports to:	Head of Short Courses Operations
Responsible for:	Short Courses Coordinators, fixed-term and casual operations staff
Department:	Short Courses
Salary:	£45,000 per annum
Contract:	Full-time (37.5 hours), permanent. Working on a flexible rota, to include frequent evening and weekend working.

Prime Function of Role

The Short Courses Operations Manager runs the day-to-day operation of RADA's Short Courses. Reporting to the Head of Short Courses Operations, the postholder is responsible for:

- The smooth day-to-day running of all Short Courses, on site and online.
- Scheduling, timetabling and resource management.
- Create and manage the departmental cover model for evening, weekend and Saturday delivery.
- Day-to-day liaison with tutors and practitioners.
- Delivering an outstanding level of customer service to participants.
- Managing records, documentation and financial administration.
- Line management of the Short Courses Coordinators and casual staff, including rotas.

Course Scheduling

- In collaboration with the Head of Short Courses Training and course leaders, create course schedules, turning content outlines into viable timetables.
- Ensure resources are deployed effectively across the department and manage the administrative aspects of scheduling.
- Provide oversight of room allocations, working within the systems owned by the Head of Short Courses Operations, and assess space utilisation with colleagues to assess space utilisation with colleagues to support efficient delivery and make effective use of capacity.

Short Course Participants

- Ensure all participants are welcomed, safe and supported, on site and online: properly inducted, and upheld against the Short Courses Rules and Regulations.
- Communicate regularly with participants regarding course updates, schedules and other necessary information.

- Act as the first point of contact for escalated customer service issues, referring serious or unresolved matters to the Head of Short Courses Operations.
- Ensure the Short Courses team is deployed to be accessible and engaged with on-site work.

Tutor Support

- Support tutors day to day as they plan and deliver their sessions: attendance, resource provision, and the operational aspects of course delivery.
- Address operational issues or concerns tutors raise promptly, escalating to the Head of Short Courses Operations or the Head of Short Courses Training as appropriate.
- Support the onboarding and induction logistics for new tutors and coordinate practical arrangements for tutor training sessions and meetings.

Administration and Records

- Oversee the maintenance of accurate, relevant and up-to-date Short Courses records, including applications, enrolments and correspondence, and run the operational side of audition and selection processes.
- Administer the department's course management and scheduling systems day to day, ensuring all team members are proficient in their use.
- Support the creation of KPI reports.
- Oversee the administration of Short Courses meetings: scheduling, agendas, and delegation of minute-taking.
- Deputise for the Head of Short Courses Operations on day-to-day operational matters as required.

Finance

- Manage day-to-day financial administration, including participant payments, transaction records, reconciliation and monthly tutor payroll, ensuring information is accurate and appropriately approved.
- Maintain accurate course-level financial data and prepare regular income, expenditure and KPI information to support budget monitoring and forecasting by the Head of Short Courses Operations.
- Provide administrative support for the contracting of tutors and engagement of freelancers.

Line Management

- Line manage the Short Courses Coordinators and additional part-time support staff, actively supporting their development and pastoral care.
- Support the recruitment and induction of Short Courses support roles; create and manage rotas within the departmental cover model.

General Duties

- Undertake any other related activities that may reasonably arise.

- Promote equality, diversity, and inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities.
- Ensure day-to-day delivery follows RADA's safeguarding procedures, that operations staff understand their responsibilities, and that any concerns are promptly reported to the appropriate safeguarding lead.
- Comply with data protection legislation and GDPR regulations regarding protecting personal data.
- Comply with Health and Safety legislation and ensure you are up to date with RADA's Health and Safety Policy.
- Contribute to the development and culture of RADA, attend RADA training and staff events as and when required.

By accepting a role at RADA you are acknowledging a commitment to RADA's values and mission, and a willingness to contribute to the ongoing development of the same.