

Job Description

Job Title:	Head of Operations and Estate
Reports to:	Vice Principal
Responsible for:	Facilities Manager, Customer Operations and Front of House Manager, Events and Hires Manager, Box Office Manager
Salary:	£55,000 per annum
Contract:	Full-time, permanent
Location:	On site at RADA

Prime Function of Role:

The Head of Operations and Estates is a critical leadership role responsible for delivering and developing RADA's operations to a high standard. The post holder will oversee the Facilities, Events & Hires, Front of House, and Box Office teams. The role includes managing staffing and operating budgets, day-to-day buildings and facilities management, and commercial venue usage. The position is also responsible for health and safety compliance, sustainability management, and supporting RADA's anti-racism and equity and mental health strategies. The RADA estate comprises four buildings in central London, with mixed use for training, performance, workshops, and offices.

Accountabilities:

Leadership and Team Management:

- Lead, manage, and develop the Facilities, Events & Hires, Front of House, and Box Office teams to deliver exceptional service.
- Line manage the Front of House Manager, Events & Hires Manager, Box Office Manager, and Facilities Manager, including performance reviews and development plans.
- Establish and maintain a cohesive, motivated team, fostering positive working relationships.
- Establish and build strong relationships with internal and external stakeholders, including suppliers and contractors.
- Implement best practices and improvements in work-flow and efficiency.
- Foster an environment of open communication and collaboration across all teams.
- Act as a mentor to team members, providing guidance and fostering professional growth.

Planning:

- Develop and implement long-term planning for Operations and Estate.
- Provide strategic insight and recommendations on operational improvements, cost-saving initiatives, and revenue generation opportunities.
- Support space utilisation planning across the estate, balancing training, commercial and staffing needs.
- Report regularly on delivery against strategic objectives and schedules.

Financial Management:

- Set and monitor budgets across all areas of responsibility, ensuring efficient resource allocation and accountability.
- Ensure financial accountability and support income generation opportunities through strategic planning and financial oversight.

Operations and Facilities:

- Ensure an outstanding level of service is provided to all stakeholders, including students, staff, visitors, clients, and internal departments.
- Ensure effective and efficient deployment of staff in Front of House, Duty Management, and Customer Operations.
- Take responsibility for all aspects of the day-to-day buildings and facilities management across RADA.
- Coordinate operational plans with teaching, production, and commercial colleagues to ensure smooth coordination of activities.
- Oversee RADA's box office function, ensuring efficient tickets and excellent customer experience.
- Oversee planned and preventative maintenance, working the facilities team and with external contractors and vendors.
- Oversee management of contracts and suppliers, ensuring compliance with agreements and quality standards while seeking opportunities to enhance value for money.
- Collaborate with IT and relevant providers to address operational IT needs and ensure smooth functioning.
- Oversee Venue Hire and maximise commercial income from space utilisation.
- Oversee the relationship with RADA's on site caterers.

Overall Estate Planning and Management:

- Take a strategic approach to the management of RADA's estate, assessing current and future needs to develop a comprehensive estate plan that aligns with the organization's goals and growth trajectory.
- Regularly evaluate the condition of existing facilities, identifying areas for enhancement and modernization to ensure they meet the evolving requirements of RADA's programs and activities.
- Collaborate with relevant stakeholders to develop a long-term estate strategy, incorporating sustainability and environmental considerations to ensure the estate remains efficient, functional, and aligned with RADA's values.

- Provide informed recommendations to the leadership team on estate upgrades, improvements, and investments, supported by comprehensive research and cost-benefit analyses.
- Lead the execution of approved estate projects, overseeing design, procurement, construction, and commissioning processes while ensuring minimal disruption to ongoing operations.
- Foster relationships with relevant consultants and suppliers, incorporating best practices into RADA's estate management approach.

Capital Projects and Project Management:

- Regularly evaluate RADA's facilities to identify the need for upgrades and maintenance.
- Lead and oversee capital projects and upgrading initiatives, ensuring projects are delivered on time, within budget, and to high-quality standards.
- Lead and deliver one-off projects across RADA as appropriate, including premises and infrastructure projects.
- Establish and maintain strong relationships with suppliers and external partners to ensure smooth project execution.

Health and Safety Management and Security Policy Management:

- Have primary responsibility for the statutory implementation of health and safety across RADA, including fire policy and safety.
- Take ownership of RADA's Health and Safety Policy, ensuring its regular review and updates.
- Ensure compliance with all relevant health and safety, environmental, and fire regulations, legislation, and policies and procedures.
- Chair the Health and Safety Committee and engage with the external Health & Safety Consultant to ensure a safe environment.
- Manage relationship with external health and safety consultants.
- Develop and maintain security policies and procedures to ensure the safety and well-being of students, staff and visitors, including regularly reviewing security measures and response plans.

Anti-Racism & Equity:

- Shape the Operations and Estate anti-racism and equity action plan and feed into the Anti-Racism and Equity Leads Group, contributing to initiatives that promote diversity and inclusion.
- Champion equitable practices and policies within the Operations and Estates teams.
- Embed anti-racism and equity principles into decision-making processes and interactions across the organization.

Sustainability Management:

- Implement sustainable practices across RADA.
- Support the delivery of all environmental aims and coordinate a strategic view on environmental issues to minimize RADA's environmental footprint.

Business Continuity:

- Working closely with senior management as needed, be responsible for the effective implementation of procedures and plans required for business continuity planning and implementation.

General:

- Promote Equality, Diversity, and Inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities.
- Ensure that Health & Safety, fire, and other procedures are followed to protect RADA's audiences, staff, and property.
- Support and ensure compliance with RADA's Data Protection policy to uphold data security and privacy.
- Undertake any other tasks reasonably commensurate with the general expectations of the position, from time to time, as required by the Vice Principal or any other senior member of the management of RADA or RADA Business.

Availability to Work: This role may require some evening and weekend work as needed to fulfil the responsibilities effectively.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• A levels or equivalent experience.	<ul style="list-style-type: none">• Degree or relevant qualification in Venue management, hospitality, or similar.• IOSH or NEBOSH qualification, Project management qualification.• First Aid Training.
Knowledge	<ul style="list-style-type: none">• Venue licensing and Health and Safety legislation.• Current best practice in venue management.• Risk assessment and security planning.	<ul style="list-style-type: none">• Theatre licensing legislation.

Skills/abilities/competencies	<ul style="list-style-type: none"> • Financial management skills, including budget planning and resource allocation. • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 	

