# Training Operations Manager

**Position:** Full-Time

**Reporting To:** Commercial Director

**Broken Line of Reporting To:** Head of Short Courses

## Role Overview

We are seeking a highly organised, dynamic, and proactive **Training Operations Manager** to oversee the operational delivery and administrative management of three core revenue streams: **Corporate Communications Training**, **Short Courses & Youth Academy**, and **Speech & Drama Examinations**.

This is a central operational role requiring a master multitasker who thrives in a fast-paced environment. The ideal candidate will combine exceptional client relationship skills with meticulous administrative efficiency and project management expertise to ensure the seamless execution of all commercial training activities.

This role sits within the Commercial Department and will also be liaise with/be supported by the Venue Manager, Receptionist, Evening Receptionist, and Marketing Department.

## Key Responsibilities

### 1. Short Courses & Youth Academy Operations

- **General Management:** Lead operational delivery for all year-round adult short courses (evening/weekend classes) and Youth Academy programmes.

- **Tutor Management:** Assisting the Head of Short Courses in managing our team of tutors, ensuring clear contract administration, syllabus compliance, and ongoing instructional support across all term-time and weekend classes.
- **Student Liaison:** Manage and curate the full student journey: handling enquiries, processing bookings, managing waitlists, and sending course confirmations and onboarding packs.
- **Logistics Management:** Oversee day-to-day studio logistics, ensuring rooms, equipment, and tutors are fully prepped for every term and weekend session.
- **Customer Service:** Act as the primary point of contact for students and parents/guardians, handling queries, pastoral concerns, and emergency contacts with diplomacy and care.
- **Team Leadership:** Line-manage and support a small administrative and operational team, fostering a collaborative work environment, setting clear priorities, and overseeing daily workflow to maintain high service standards across all training programmes.

**2. Corporate Communications Training Management**

- **Client Services** Serve as the primary point of contact for corporate client enquiries, preparing proposals, and matching client needs with suitable training modules.
- **Project Management:** Deliver end-to-end project management for bespoke corporate workshops, masterclasses, and executive coaching sessions.
- **Tutor Management:** Liaise with coaches/tutors, scheduling availability, and booking appropriate studio and facility space.
- **Administration:** Manage all pre- and post-course logistics, including training materials, staffing, AV/catering requirements, and client feedback loops

**3. Speech & Drama Examinations Administration**

- **Partner Management:** Manage relationships with primary and secondary schools, drama centres, and private teachers booking Speech & Drama exams.
- **Exam Administration:** Oversee and lead the administration team in processing exam entries, scheduling examiner timetables, coordinating venue logistics, and dispatching examination results and certificates.
- **Customer Service:** Handle general enquiries from school administrators and teachers, ensuring high levels of customer service and operational accuracy.

**4. General Operations & Administration**

- **Systems Management:** Maintain and update course databases, booking platforms, and CRM systems across all three streams.
- **Financial Management:** Work closely with the finance team to assist with the processing of invoices, tracking budget line items, and issuing tutor contracts.
- **Reporting Management:** Work with the Commercial Director to help prepare regular operational and financial reports on enrolment figures, facility usage, and client feedback to support growth strategies.

- **Marketing Management:** Collaborate with the marketing team to ensure accurate course information and promotional schedules are aligned with intake deadlines and that courses go on sale in a timely fashion.

## Person Specification: Key Skills & Experience

### Essential Criteria

- **Experience:** Minimum 2-3 years in an operational, project management, or administrative leadership role - ideally within the arts, creative education, or venue management.
- **Organisational Mastery:** Exceptional ability to multi-task, prioritise complex workloads, and work to tight deadlines under pressure.
- **Communication Skills:** Outstanding written and verbal communication skills; comfortable presenting to corporate clients, engaging with young people, and corresponding with school principals.
- **Systems Proficiency:** Strong digital literacy with hands-on experience in CRM software, booking engines, databases, and Microsoft 365.
- **Customer Care:** A warm, professional demeanour with a solution-focused approach to client and student management.

### Desirable Criteria

- A background or demonstrated passion for theatre, drama, or the performing arts.
- Familiarity with child protection guidelines/safeguarding (Garda Vetting processes).
- Experience managing scheduling across multi-room studio or arts facilities.

## Candidate Attributes

- **Adaptable & Calm Under Pressure:** Able to pivot quickly when room schedules change or last-minute tutor replacements are required.
- **Meticulous Eye for Detail:** Takes pride in accurate scheduling, error-free client proposals, and seamless logistics.
- **Collaborative Team Player:** Works constructively with tutors, internal venue teams, and external partners.

**Salary:** €30,000-€35,000

### Application Details

Interested candidates should submit a letter of application and a full CV by email to recruitment@thelir.ie, with 'Training Operations Manager' in the subject line.

**Deadline for Applications:** Friday, November 13th 2026.

**Interview Dates and Selection Methods:**

Short-listing of candidates will be on the basis of their experience, CV, and covering letter. Short-listed candidates will be contacted regarding interviews which will take place the week of November 23rd 2026

**Ideal Start Date:** Monday, January 4th 2026

**About The Lir Academy:**

The Lir, National Academy of Dramatic Art at Trinity College Dublin was established as a result of a recognised need for a drama-focused conservatoire of excellence on the island of Ireland to support the theatre, film, and related industries. It is financially independent from Trinity College Dublin.

The Lir Academy is synonymous with professional training in acting, voice, movement, stage management, stage construction, scenic art, lighting, costume, playwriting, theatre directing, theatre producing, and stage design.

Offering a range of undergraduate, postgraduate, and short courses, The Lir Academy is successfully training students to the highest standards possible. All programmes, from introductory to degree level, are taught by industry professionals who take immense pride in teaching their craft. Voice and movement training are core elements to the acting degree and the short courses on offer to established actors who are interested in improving their skills, and to actors in training. Technical courses range from introductory courses to the three-year bachelor degree in Stage Management & Technical Theatre (SMTT).

The Lir Academy is housed in a custom-designed building with facilities catering to the range of training on offer and was founded through the generosity of the Cathal Ryan Trust working with Trinity College Dublin.

More about The Lir Academy