

The logo for Tutors United, featuring the letters 'TU' in a stylized font. The 'T' is blue and the 'U' is green, both set against a white circular background.

TUTORS UNITED

Job Title: Online Programme Coordinator

Salary: £20,000 - £23,000 (pro rata)

Contract: Permanent, 21 hours per week (flexible)

Location: Remote

We envision a world where income doesn't affect education. So, we're on a mission to use the power of tutoring to smash the barriers in learning and enable every child to succeed. We are on the lookout for an Online Programme Coordinator to join us on this exciting journey!

About Tutors United

We are an award-winning and rapidly evolving social enterprise, delivering confidence-boosting, attainment-raising group tutorials to some of Planet Earth's coolest primary school pupils. We are committed to bringing the benefits of tutoring to every child, ensuring their socio-economic background doesn't hinder how much they can achieve in life.

We do this by hiring and training brilliant university students to deliver after school group tutorials in core subjects with a specially devised curriculum, designed by expert teachers. We are the affordable option for parents and funders who want to see fantastic results for primary school children from low-income households and have a brilliant Online Programme Coordinator position available for an ambitious, dedicated, and proactive individual!

Job purpose

The Online Programme Coordinator will provide core support for the programmes team, will be responsible for operations and coordination of our online programmes as we scale our programmes to reach nearly 1,000 pupils nationwide.

This will involve working closely with team members, assisting with pupil registration, coordinating tutor and webinar schedules, and managing parent communication. The Online Programme Coordinator will also be monitoring data, to ensure that we are capturing our impact, which will enable us to market our programmes and reach more primary school pupils across the UK.

The Online Programme Coordinator will be the first point of contact for parents involved with our online programmes and will ensure that the core programme operations are streamlined, automated, and running smoothly, so that the programme is as successful as possible for pupils, tutors, parents, and clients.

We are looking for a hands-on, positive individual who is prepared to challenge themselves. You will need to be a solution orientated, independent individual who can work well in a small innovative team and adapt to different forms of communication between clients, parents, tutors and sometimes the pupils! If you are passionate about the development of young people and would like to see your ideas and skills come to life and contribute to the growth of a promising social enterprise, then you will love it here!

[Click here to see our programmes in action!](#)

Key accountabilities

- Managing and updating our CRM database (Zoho)
- Coordinating and building timetables for the Booster Series (our online webinar tutorial series) to meet the needs of tutors and parents
- Supporting with developing lesson plans and resources for the Booster Series
- Monitoring quality of the Booster Series and online delivery of the Tutoring Young Residents programme
- Registering new parents and pupils on our online programmes
- Communicating with parents and clients and handling general enquiries accordingly
- Assisting the team with running data audits, identifying, and filling any gaps within impact data
- Ensuring assessment data is collected on time from tutors and recorded accurately
- Organising assessment moderations during English assessment seasons
- Coordinating lesson observations and delivering parent training evenings
- Supporting the team on the development of new online programmes and launching programmes in new areas

Technical competencies

- 'Can do' attitude
- Strong verbal and written communication skills
- Strong administration skills with attention to detail
- Strong IT skills with the ability to use CRM systems
- Strong organisational and time management skills
- Strong problem-solving skills
- Good numerical skills and the ability to handle and work with data
- Ability to prioritise tasks, interpret and analyse information
- Ability to present at meetings (internal and external)
- Proactive individual, able to work in a team and independently

Requirements

- Driven by our mission to use the power of tutoring to break down the barriers in education and enable every child to succeed
- Experience working with data, timetabling, and streamlining administrative tasks
- Strong stakeholder management and relationship building skills (internal and external)
- Experience working in a fast-paced environment
- Experience using webinar platforms and managing WordPress websites (ideal)
- Ability to work remotely

Benefits

The chosen Online Programme Coordinator will benefit from 22 days of holiday (pro rata) and an additional two-week break during the Christmas holidays. There is a flexible working environment and your schedule will be negotiable with your line manager. There are also termly activity-based



socials for tutors and staff to celebrate the hard work and achievements of the TU Team. We have a friendly, humorous team culture - so we hope you will be prepared to share your best jokes!

Diversity Statement

We are eager to hear from individuals with lived experience of educational inequality who may have valuable insights or skills to contribute to our mission. Representation and diverse opinions matter at Tutors United. Therefore, we strongly encourage applications from groups that are underrepresented in the sector, including males and Black and Asian people.

How to apply

To apply for the role, please send your CV and cover letter to careers@tutorsunited.org along with an answer to the following question:

How can Tutors United evidence the impact they have on young people in the UK?

(You may answer in any manner you wish!)

Applications close at 11pm on **Friday 25th September** and interviews will be held virtually on **Tuesday 6th October**. Shortlisted applicants will be contacted for interviews on Tuesday 29th September. Ideally, the chosen candidate will start by the week commencing 26th October - please indicate at the end of your cover letter if this timeline is suitable for you.

If you have any questions or would like further information, then please contact Alina Monaghan-Gibson on Alina.monaghan@tutorsunited.org or 07437176502 ☺

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