



Job Title: Programme Coordinator
Salary: £22,000 - £25,000
Contract: Permanent, 35 hours per week

Ideal Start Date: Monday 31st October 2022
Location: Farringdon, London (with remote working)

We want 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 a 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 afterschool, small-group tutoring in core subjects with a specially devised curriculum, designed by expert teachers. Reinforcing our work, we engage parents and carers to support them in understanding how they can support learning at home.

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 Programme Coordinator position available for an ambitious, dedicated, and proactive individual!

Job purpose

The Programme Coordinator will provide core support for the programmes team, will be responsible for operations and coordination of programmes, while maintaining our data systems as we scale our programmes to reach 1,000 pupils per year, nationwide!

The Programme Coordinator will be the first point of contact for parents 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.

This will involve working closely with team members, leading on pupil outreach and registration, managing parent communication, and leading assessment marking, moderating, and evaluation. They will also play a key role supporting with report writing - collecting quotes, developing case studies, and creating infographics. The Programme Coordinator will also be monitoring data, to ensure that we are capturing our impact on an ongoing basis, which will enable us to market our programmes and reach more pupils across the UK.

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

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! You will ideally be comfortable with working with data or keen to learn all about it. 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!

Key accountabilities

- Managing and updating our CRM database (Zoho)
- Working with the tutor team to ensure tutor timetables meet the demands of each hub
- Registering new parents and pupils on our programmes into our database
- Communicating with parents and clients and handling general enquiries accordingly
- Managing 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
- Evaluating the assessment results and using the data to suggest changes in the programme and operations
- Coordinating lesson observations with the tutor team and delivering parent training evenings
- Supporting the team on the development of new programmes and launching programmes in new areas
- Contributing to termly newsletters and developing programme content to engage stakeholders

Technical competencies

- 'Can do' attitude
- Good numerical skills and the ability to handle and work with data in Excel
- 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
- 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
- Experience using LinkedIn and managing WordPress websites (ideal)
- Strong stakeholder management and relationship building skills (internal and external)
- Experience working in a fast-paced environment

Encouraging diversity



Representation and diverse opinions matter at Tutors United. We are eager to hear from individuals with lived experience of educational inequality or youth unemployment who may have valuable insight or skills to contribute to our mission. Having been founded by a young Black man, Tutors United has always been aware of the interplay between race and education. The same goes for the lack of representation in the charity and social enterprise sector, particularly among senior roles. We value those voices and insights here at Tutors United. Therefore, we strongly encourage applicants from underrepresented groups in the sector, including Black and Asian people and those with similar lived experiences to our beneficiaries.

Benefits

The chosen Programme Coordinator will benefit from 22 days of holiday and an additional two-week break during the Christmas holidays. There is a flexible working environment, with 'work from home' days, half-day Fridays over the summer, and termly activity-based socials for 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!

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 **11 pm on 3rd October** and interviews will be held on **Wednesday, 12th October**. Shortlisted applicants will be contacted for interviews by **Wednesday, 5th October**.

If you have any questions, please contact our careers team (careers@tutorsunited.org).

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