



Job Title: Programme Officer

Salary: £26,000 - £30,000

Ideal start date: 20th March, 2023

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.

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

Job Purpose

The Programme Officer will be responsible for the management and overall delivery of their designated programmes, which we are now scaling to reach nearly 1,000 pupils per year nationwide. This will involve managing relationships with tutors, parents and clients as well as collecting qualitative and quantitative data to help measure the impact and build the success of the programme.

This role is of crucial importance to Tutors United, as the Programme Officer will lead on the delivery and evaluation of several programmes, manage key stakeholder relationships, including, tutors, parents, and clients; and contribute to the development of our tutoring programmes. The Programme Officer will ensure high levels of quality assurance, particularly among tutors working in their programmes so we achieve our intended outcomes. This is a multifaceted role, that will involve working across all key segments of the organisation to ensure we deliver the best possible results for our pupils.

We are looking for an individual who is enthusiastic about education and has strong stakeholder management skills. You should be able to adapt to the different forms of communication between clients, parents, tutors, and funders and have strong presentation skills. You will need to have brilliant project management skills and be comfortable working with data and using it to make informed decisions.

The Programme Officer will embody our company values:

- **Family-focused:** The Programme Officer will champion the importance of parents and families in education and ensure all current and future programmes contribute to supporting families in participating in their child's education.

- **Bold:** The Programme Officer will embrace new ideas and approaches and take a creative approach to the development of TU's programmes.
- **Brilliant:** The Programme Officer will foster a culture of enthusiasm and excellence amongst their delivery team by leading with a positive attitude and driven mindset. All members of the team will be aware of their own performance expectations and will be given the support to do their best work.
- **Committed:** The Programme Officer will be motivated by a commitment to our mission, families, tutors, and the communities in which we operate. This means learning from our mistakes, making necessary connections, and continue to work towards excellence.

If you enjoy engaging your creative side, have exceptional people-skills and want to engage in strategy to contribute to the growth of a promising social enterprise, you will love it here!

Key Accountabilities:

Programme management

- Developing, forward planning and kick-starting your allocated programmes within our key boroughs
- Managing administrative staff and tutors working in your programmes, ensuring tutors develop as a beneficiary but also deliver a quality service
- Ensuring all programme operations and curriculums are up to date, the correct pupils are being enrolled and your programmes are running efficiently
- Ensuring pupil numbers, attendance, progress and KPI's are being met across your programmes
- Managing relationships with parents and clients, engaging them in the programme and pupil progress to champion Tutors United
- Delivering high-quality parent evenings, top-up tutor training sessions and socials in collaboration with the programme team
- Monitoring and assessing impact data for your programme to build pupil case studies and impact reports for key stakeholders
- Building and utilising networks to help deliver and drive the success of the programme
- Building effective impact reports and managing the end of programme reporting process, ensuring reports are delivered on time and to TU standards
- Kick-starting the contract renewals process and ensuring outputs and outcomes are delivered ahead of schedule to renew and grow contracts

Leadership

- Evaluating the programme and identifying areas of improvement – specifically improvements relating to content and quality-assurance processes
- Leading on special projects to enhance our offer to new and current clients
- Marketing the programme and contributing to new business development, renewing, and generating new contracts

Technical Competencies

- 'Can do' attitude

- Strong problem-solving and organisational skills
- Strong communication skills (written and verbal) with the ability to present at meetings and deliver training
- Strong stakeholder management and relationship building skills (internal and external)
- Excellent IT skills including Excel and use of word processing packages, including Microsoft Office
- Ability to evaluate and develop programmes
- Ability to identify, manage and minimise risks
- Ability to monitor and evaluate data to measure the social impact on key beneficiaries
- Knowledge of child protection and data protection
- Experience in developing networks and managing projects

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 within the education sector
 - Teaching experience (ideal)
 - Experience developing lessons (ideal)
- Experience managing young people in development programmes
- Passionate about education and the development of young people
- Experience working with young people (ideally ages 8 – 11) in a professional capacity (in a formal education environment or otherwise)
- Proactive, solutions orientated individual who is driven to succeed

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 Officer 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 and termly activity-based socials for tutors and staff to celebrate the hard work and achievements of the TU Team. We are an energetic, 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 11:00pm on Friday, 27th January and interviews will be held on Tuesday, 7th February. Shortlisted applicants will be contacted for interviews by Tuesday, 31st January.