

Programme Officer

**Liverpool, London, and Manchester
(Hybrid)**

Salary Range: £27,040 - £29,120
Ideal Start Date: Wednesday 23rd April 2025
Contract Duration: Fixed term for 1 year
Hours: Full Time (35 hours p/week - 10am-6pm)

TUTORS
UNITED





Our mission

We're Tutors United. **We're on a mission to end the attainment and employability gap through the power of community-based tutoring.**

We support young people to thrive at two key transition points – from primary to secondary school, and from university to employment.





What we do

Working with housing associations and other local partners, **we run free tutoring programmes for primary school children and their families**, providing access to vital educational support to those who need it most. We're proud to serve diverse, low-income, refugee, migrant, and multilingual communities across London, the Midlands, and the North West. We **hire, train, and pay inspiring university students** – most of whom also come from low-income households – as tutors, providing them with meaningful, paid work experience and support to boost their careers.

Each year, **our work gives hundreds of young people, parents and carers the knowledge, skills and confidence they need to maximise education and employment opportunities**. We have a brilliant Programme Officer position available for an ambitious, dedicated, and proactive person to join our team!

Job purpose

This is an exciting time to join our small and impactful team, as we embark on a new four-year strategy, with goals to broaden and deepen our reach and impact, diversify our funding and delivery partnerships, and boost our programmes to support year 6 to 7 transition and tutor career development opportunities.

A major strategic priority is to grow geographically in the Midlands and North West - which this role will play a pivotal role in achieving. Since expanding beyond London during the pandemic with online tuition, we have since grown across the Midlands and the North West region and are looking for a Programme Officer to support us in continuing fostering new partnerships and growing our geographic reach. Working closely with our Manchester-based Head of Regions, you will help deliver contracts, build strong local relationships, and expand our reach in high-need areas.

The Programme Officer will be responsible for the management and overall delivery of their designated programmes. Over the next four years, we aim to scale our tutoring hubs to reach over 1,000 pupils per year in core cities and areas across England. This role will involve managing relationships with tutors, parents and clients, while collecting robust qualitative and quantitative data to measure the impact and build the success of our work. This is a critical role, leading on the delivery and evaluation of multiple programmes, managing key stakeholder relationships, and contributing to the development of our tutoring programmes in our newer delivery regions.

The Programme Officer will ensure high levels of quality assurance, particularly among tutors working in their hubs, so we achieve our intended outcomes. This is a multifaceted role, working across all parts of the organisation to ensure we deliver the best possible results for our pupils. You will have the chance to be creative in shaping and adapting our programmes to meet the specific needs of families.

We are looking for someone who is enthusiastic about education, has strong stakeholder management skills and a broader knowledge of communities in the North-West region is also beneficial.

You should be able to adapt your communication style to effectively engage with clients, parents, tutors, pupils and funders alike, and have strong written and verbal presentation skills. You will bring brilliant project management skills and be comfortable working with data and using it to make informed decisions.

The Programme Officer will embody our TU values:



Family-focused: The Programme Officer will champion the importance of parents and families in education and ensure all current and future programmes support families to participate 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 they need 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 continuing to work towards excellence.

If you're passionate about social justice, enjoy engaging your creative side, have exceptional people-skills and want to engage in our strategy to reach more young people and families than ever before, you will love it here!



Key Accountabilities

Programme management

- Developing, forward-planning and kick-starting your allocated programmes within our key areas
- 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 KPIs are being met across your programmes
- Managing relationships with parents and clients, engaging them in the programme and showcasing pupil progress to champion Tutors United
- Delivering high-quality pupil progress evenings, tutor training sessions and socials in collaboration with the programmes and tutor teams
- 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 quality 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
- Taking responsibility for supporting tutors with any safeguarding issues that may arise within your hubs, liaising with parents/carers or clients and escalating to senior staff where required

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



Our strategy for growth

Our strategy development insights led us to develop a four-year plan for growth combining modest but ambitious reach goals by year four, with a focus on consolidation to bolster our foundations in year one.

Strategic objectives (2024-28)

- 1** **Grow** to reach more young people than ever before, deepening our work in London and broadening into targeted core areas
- 2** **Sustain** the quality and impact of our programmes as we grow
- 3** **Diversify** our funding and partnerships to drive sustainable multi-year delivery and boost the tutor career development offer
- 4** **Evolve** our core model to maximise the transition from Year 6 to 7 and from education to employment
- 5** **Strengthen** TU to be a more inclusive and efficient organisation, where all staff can thrive and wellbeing is prized

Year one priorities (2024-25)

Liverpool strategy, relationship building and pilot hubs

English progress review to improve assessment of pupils and communication of impact

Systems improvements and automation plus website revamp to support scale-up and parent/carer engagement

Pricing model review and new income strategy to ensure we grow in a financially profitable and operationally sustainable way

Corporate partnerships strategy and relationship building

Embed innovation into core model e.g. Classroom Assistants and year 6 transition pilot

Team skills-mapping and resourcing review

2028 goals

Reach 1,000 primary school children with our tuition programmes

Engage with 1,000 parents and carers to support their child's learning at home

Deliver a third of hubs outside London, focused on Liverpool and the Midlands

Hire, train and pay 160 young people as tutors and classroom assistants

Annual impact goals

80% of pupils make progress in English and/or Maths

75% of pupils, parents and carers report increased confidence in learning

90% of tutors report increased employability skills



Equity and inclusion matters to us

Equity and inclusion are central to our ethos at Tutors United. Founded by a young Black man, we want our team to reflect the communities we work with. We have a good record of diverse recruitment at all levels, with a third of trustees from Black or Asian backgrounds and a female senior team, including an LGBTQ+ CEO and a former TU tutor as a Head of Regions. We always strive to do better, so we strongly encourage applications from people with lived experience of educational inequality or youth employment, and from groups underrepresented in the charity sector, including Black, Asian, disabled, neurodiverse and LGBTQ+ people. We will use positive action under the Equality Act 2010 to appoint from these under-represented groups if two candidates are equally qualified.

Core hours and place of work

Our core hours are 10am-6pm, with classes taking place on weekdays during term-time between 4-6pm. While we strive to be as flexible as possible with our team and always aim to adapt to individual circumstances, staff need to be online (either in the office or remotely) during class time to deal with any parent enquiries, support tutors, and respond to any potential safeguarding issues. You will work primarily from home, but will travel to Manchester to co-work with the Head of Regions and to London for in-person team days every other month.

Benefits

All staff benefit from 22 days of annual leave, a day off on or around your birthday, plus a two-week Winter closure period and half-day Summer Fridays (total c. 33 days). We also give an extra day of leave for each year of employment with us, up to 4 days total, and time off in lieu for weekend or out-of-hours working. We offer emergency paid leave up to 3 days and a further 2 days paid leave for people with caring responsibilities. There is a flexible working environment and regular socials for tutors and staff to celebrate our hard work and achievements. We cherish our friendly, fun and kind culture, with wellbeing a top priority for the senior team and trustees.

How to Apply

To apply for the role, please [send the following items in the table to careers@tutorsunited.org](mailto:careers@tutorsunited.org)

1	CV and Cover Letter
2	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!)

Closing Date for Applications: Monday 24th March at 2pm

Notification of Interview: by Tuesday 25th March

Interviews: Interviews will be held on Monday 31st March online using Teams.

Format of Interview: Interviews will be made up of a case study task in pairs and a standard interview. Please allow approximately 1.5 hours in total. We will share interview questions in advance in line with our commitment to inclusive recruitment.

If you have any questions about this role, please email careers@tutorsunited.org

Please note: applications that don't include a CV, Cover Letter and answer to the above question, will not be considered.

