

Programme and Systems Coordinator

London (Hybrid)

Salary: £26,000
Ideal Start Date: Wednesday 23rd April
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 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**. Now, we're looking for an ambitious, tech-savvy and proactive person to join us as our new Programme and Systems Coordinator!

Job purpose

This is an exciting time to join our small and impactful team, as we embark on a new four-year strategy. In order to meet our ambitious growth goals while maintaining our signature bespoke and individual approach to parents, carers and tutors, we need to maximise our efficiency and automate as many of our systems and communications as possible. This role is critical to achieving our strategic objectives to reach more young people than ever before, sustain the quality and impact of our programmes as we grow, and strengthen TU's operations, so all staff can thrive as we scale-up delivery of tuition hubs across existing and new areas.

The Programme and Systems Coordinator will be the first point of contact for our families, managing the operations and coordination of our tuition hubs across England, while supporting the development and maintenance of our digital systems that are critical to delivery, quality and impact.

The Programme and Systems Coordinator will ensure that core programmes run smoothly to maximise our stakeholders' experience and build capacity within the wider Programmes team. This will involve working closely with Programme Officers and our Programme Coordinator in the setup and delivery of their programmes. You will be **responsible for supporting pupil outreach and registration, managing parent communications, and ensuring effective monitoring and evaluation of our programmes through data gathering, organisation and analysis**. In line with our goals to grow our reach from 700 to 1000 pupils per year, we need additional coordination capacity to maintain high quality delivery as we increase tuition hubs.

A core aspect of this role will be to support our SMT tech lead to deliver and embed vital systems transformation work over the next three years. This systems development is a business critical priority to underpin growth of our programmes, while maintaining strong relationships and engagement with families and tutors. As such, this role will be a **tech advocate** within TU, **pushing the automation and continuous improvement of our key delivery systems both old and new, to increase efficiency and impact**.

We are looking for a **proactive and conscientious individual** who is prepared to challenge themselves and their colleagues. You will need to be solutions-orientated, creative and comfortable communicating with people both internally and externally. If you are passionate about the development of young people and systems, and want to see your ideas and skills come to life and contribute to our growth strategy, then you will love it here!

The Programme and Systems Coordinator will embody our TU values:



Family-focused: The Programme and Systems Coordinator 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 and Systems Coordinator will embrace new ideas and approaches and take a creative approach to the development of TU's programmes.



Brilliant: The Programmes and Systems Coordinator will embody the TU culture of enthusiasm and excellence by maintaining a positive attitude and driven mindset. They will seek to identify new opportunities for our systems development to drive efficiency and ensure we are offering the best service to our families, tutors, and clients.



Committed: The Programme and Systems Coordinator 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.



Key Accountabilities

Programme Coordination

- Managing communications and relationships with parents, maximising their engagement with the programme and handling their general enquiries
- Registering new parents and pupils on to our programmes
- Ensuring smooth programme operations and troubleshooting efficiently and effectively, especially during daily lesson delivery (4-6pm Mon-Fri)
- Assisting the team in running data audits and updating and maintaining our impact data and performance metrics
- Ensuring assessment data is collected on time from tutors and parents and that it is recorded accurately
- Coordinating and assisting in delivery of pupil progress evenings, tutor training sessions and socials in collaboration with the programmes and tutor teams
- Supporting the team on the development and launches of new programmes and locations
- Supporting the tutor cohort with programmes related queries and assisting the tutor team with tutor observations

- Assisting Programme Officers in building effective impact reports and supporting the end of programme reporting process, especially through collecting and writing pupil case studies

Systems Development & Maintenance

- Support the maintenance of our current operating system (Zoho One), acting as a systems advocate and resource within TU
- Troubleshooting low-level issues within our systems to reduce bottle-necks within the team
- Supporting our SMT tech lead with systems development projects, with the following priorities:
 - Introducing a new front end system, improving the UI (User Interface) and experience for tutors and families
 - Developing a parent portal so families can access programme information and progress reports
 - Automating outgoing and incoming parent and tutor communications
 - Overhauling tutor invoicing and payments
 - Integrating analytics to improve data processing and presentation through accessible dashboards

Technical Competencies

- 'Can do' attitude
- Strong problem-solving, organisation and communication skills (written and verbal) with the ability to present at meetings and deliver training
- Strong tech & IT skills, ideally with coding experience (Deluge script or similar) or having technical qualification/a strong interest in coding and systems development
- Strong Excel and Microsoft Office knowledge
- Ability to identify, manage and minimise risks
- Strong administration and timetabling skills
- Knowledge of child protection
- Ability to prioritise tasks
- Proactive individual, able to work in a team and independently

Requirements

- Driven by our mission to use the power of community-based tutoring to support young people to thrive
- 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)
- Technically-minded, with either experience in tech/systems or a strong interest in coding and/or systems development
- Proactive, solutions-orientated individual who is driven to succeed
- Strong stakeholder management and relationship building skills (internal and external)
- Ability to work in a fast-paced environment





Equity and inclusion matter 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 between 2-3 days from your home and then the remaining days per week in our Shoreditch office (EC2A 3EQ).

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 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 strengthen its systems to meet its strategic goal of reaching more young people in the UK? (You may answer in any manner you wish!)

Closing Date for Applications: Monday 24th March at 10am

Notification of Interview: Monday 24th March afternoon

Interviews: Interviews will be held on Friday 28th March at our London office (19-21 Garden Walk, EC2A 3EQ).

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.

Location of role

While this role is hybrid with a mix of office-based and home working, the Programme and Systems Coordinator must live within reasonable commuting distance of our London office (19-21 Garden Walk, EC2A 3EQ). The Programme and Systems Coordinator will be expected to divide their time between working from home and our offices. Additionally, every other month, they will be expected to attend an in-person team day. Any travel undertaken for team days or programme delivery beyond your regular commute will be covered by TU.