Birmingham Programme Coordinator (maternity cover)

Title: Birmingham Programme Coordinator (maternity cover) **Hours:** Full time **Place of work:** Hybrid/flexible with frequent travel to our partner schools in and around Birmingham.	**Department:** Programme **Reports to:** Programme Manager

Job Description

Main purpose of the job:

- The Birmingham Programme Coordinator (maternity cover) oversees a caseload of partner schools. They work closely with the schools and pupils and manage the pool of volunteer tutors by regularly attending weekly tutoring sessions, as well as overseeing the quality of face to face and online tutoring, always working to deliver a great impact.
- The Birmingham Programme Coordinator (maternity cover) supports the recruitment of volunteer tutors, manages the tutor sign up process, delivers training for tutors, develops relationships with schools including their Senior Leadership Team and subject teachers, collects data for monitoring and evaluation purposes, and works with other internal teams on business development opportunities.

Specific responsibilities relating to the role:

- Responsible for the delivery of Action Tutoring's tutoring programmes in partner schools, whether online or face to face. This includes working closely to manage all key stakeholders: schools, pupils and volunteer tutors; regularly attending weekly face to face and online tutoring sessions; leading on reviewing and improving programme delivery, using data to reliably assess programme performance.

- Responsible for overseeing the quality of both face to face and online tutoring, engaging in quality assurance processes, and providing feedback to volunteer tutors to ensure effective and impactful delivery.
- Support the Action Tutoring Recruitment Team with focused recruitment of volunteer tutors.
- Manage the tutor sign-up process to assign tutors to upcoming tutoring programmes, working with the Marketing and Partnerships Coordinator on local volunteer recruitment.
- Develop and strengthen relationships with key stakeholders in partner schools, including members of the Senior Leadership Team and subject teachers.
- Update and maintain Action Tutoring's database, including collecting data for monitoring and evaluation purposes, such as attendance records, baseline and interim assessments and end of programme surveys. Reporting regularly on key performance indicators.
- Work with the Programme Manager on business development, approaching new schools that might be interested in working with Action Tutoring.
- Proactively report to the Programme Manager on the details of Action Tutoring's operations in your partner schools.
- For any period where coordination of programmes is less than 7, proportional support for other colleagues through virtual coordination or cover tutoring will be provided up to a total of 7 programmes.
- Any other ad hoc responsibilities as deemed relevant by the CEO.

Other general responsibilities:

- Act as an ambassador for both the programme and AT in interactions with all external parties and respond to queries in a timely, polite and effective manner.
- Operate as a flexible team player and provide a high level of administrative and practical support as necessary to facilitate a 'one team' approach.
- To be aware of and comply with all policies and procedures at AT including Safeguarding and Health & Safety, reporting any concerns to an appropriate person.

- To provide a high level of customer care to anyone connected with AT.
- To be aware of and support diversity and equal opportunities for all, appreciating and supporting the role of other professionals.
- To contribute to the overall ethos, work and aims of AT.
- To attend and participate in meetings and events as required.
- To participate in training and other learning activities as required.
- To work as part of a team undertaking duties as required to ensure the smooth running of the team.
- To undertake all other duties commensurate with the level of the post as required, to ensure the efficient and effective running of AT.

The job holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the relevant AT Safeguarding and Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report this in line with the Safeguarding policy.

Required competencies and skills:

Competencies	Technical skills	Soft skills
Communication and relationship-building	• Build strong professional relationships, including with volunteer tutors, funders, schools, service providers, partners or other supporters. • Articulate externally and internally Action Tutoring's mission and vision, model, and approach to impact. • Track interactions in communication channels and use appropriate IT systems to manage relationships.	• Handle difficult conversations with external stakeholders effectively and know confidently how and when to escalate issues. • Begin to develop persuasion skills to articulate Action Tutoring's vision to a smaller audience. •Show sensitivity to diverse cultures, understand and respect different perspectives, foster inclusivity, and collaborate effectively with individuals from various backgrounds.

Planning, solution-building, and adaptability	• Employ strategies to manage weekly and monthly tasks independently, keep to deadlines and escalate capacity issues appropriately. • Manage programmes, projects or partnerships in a timely manner and ensure regular communications with all parties involved. • Build an understanding of Action Tutoring's operational cycle across the academic year. • Develop knowledge of Action Tutoring's safeguarding practices and their role within Action Tutoring's operational delivery and planning.	• Adapt to change and be resilient to the sometimes unpredictable nature of work. • Suggest solutions to problems and alternative routes to achieve an improved result. • Demonstrate accountability by proactively reflecting on and addressing performance shortfalls. Take ownership of professional self-improvement and ask for support as needed. • Actively participate in an inclusive culture in all relationships.
Impact, data and financial understanding	• Develop knowledge of Action Tutoring's 'Theory of change' and its purpose. • Understand Action Tutoring's basic income and expenditure structure, including process for claiming, authorising and paying expenses. • Develop a knowledge of data governance and how it applies at Action Tutoring for data security and personal data protection. • Develop technical skills to use Salesforce and Action Tutoring's IT systems effectively and understand their role in the charity. • Manage and ensure timely and accurate data entry.	• Understand and use appropriate evidence when communicating Action Tutoring's impact and model. • Understand the significance of data capture in shaping Action Tutoring's overall strategy and approach to impact measurement, including how this relates to DEI priorities.
Leadership and people management	• Understand the HR processes and procedures within the team and the wider organisation. • Develop an understanding of Action Tutoring's external environment and sector to understand how and why decisions are made.	• Effectively lead (whether directly or indirectly) external stakeholders and colleagues by creating an energising, creative, and supportive environment, living out Action Tutoring's values. • Foster effective colleague and volunteer tutor relationships, contributing to an inclusive workplace that embraces and celebrates diversity of thought, background and experience.

Resources:

- To operate office equipment e.g. computers, printers and phones
- To use Microsoft packages as required to produce correspondence, spreadsheets and reports.
- To use any databases or IT systems that are specific to the individual programmes and AT as a whole.

Our Values:

The team has together agreed a number of core values that reflect how we wish to operate. We believe these should be fundamental to how we operate in practice and ask that all staff reflect on the values and seek at all times to uphold them.

Collaborative

Partnerships with schools are at the heart of our model. We also regularly engage with our peer charities and organisations such as Teach First, Impetus and the Fair Education Alliance, to maintain a united force on tackling education inequality.

Reflective

In addition to our impact analysis, we regularly survey pupils, teachers and tutors to help inform improvements to the programme. We are hugely proud of our impact and the programme we offer but are always looking to make it even better.

Evidence based

We track the progress of our pupils through data collection from schools and our own baseline tests and interim assessments, to ensure our support is having an impact. Where appropriate we work with external evaluators to regularly assess our evidence.

High standards

We maintain professional standards through all of our interactions with partner schools and volunteer tutors and strive to achieve excellence in all we do.

Integrity

We share all pupil progress data with partner schools, even if the outcomes aren't as hoped, and make our evaluation reports widely available.

Aspirational

We develop our training and resources to support our pupils, tutors and staff to be the best they can be.