

Programme Officer

Manchester (Hybrid)

Salary Range: £27,040 - £29,120
Ideal Start Date: Thursday 29th August 2024
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**. 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 priority areas and into new core cities - which this role will play a pivotal role in achieving. We began working outside of London during the pandemic when we moved our tuition online and we have continued to adapt and expand our programmes in the Midlands and the North. This is the first dedicated role outside of our London-based Programme Officer team, which will be working closely with the Head of Regions - Midlands and North (who is Manchester-based) to support the successful delivery of our contracts across these regions and to ensure we can continue to scale up and reach more pupils in target areas, where the attainment gaps are even starker than outside London.

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 nearly 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.

We are looking for someone who is enthusiastic about education, has strong stakeholder management skills and is familiar with the Greater Manchester area and/or wider North-West region. 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

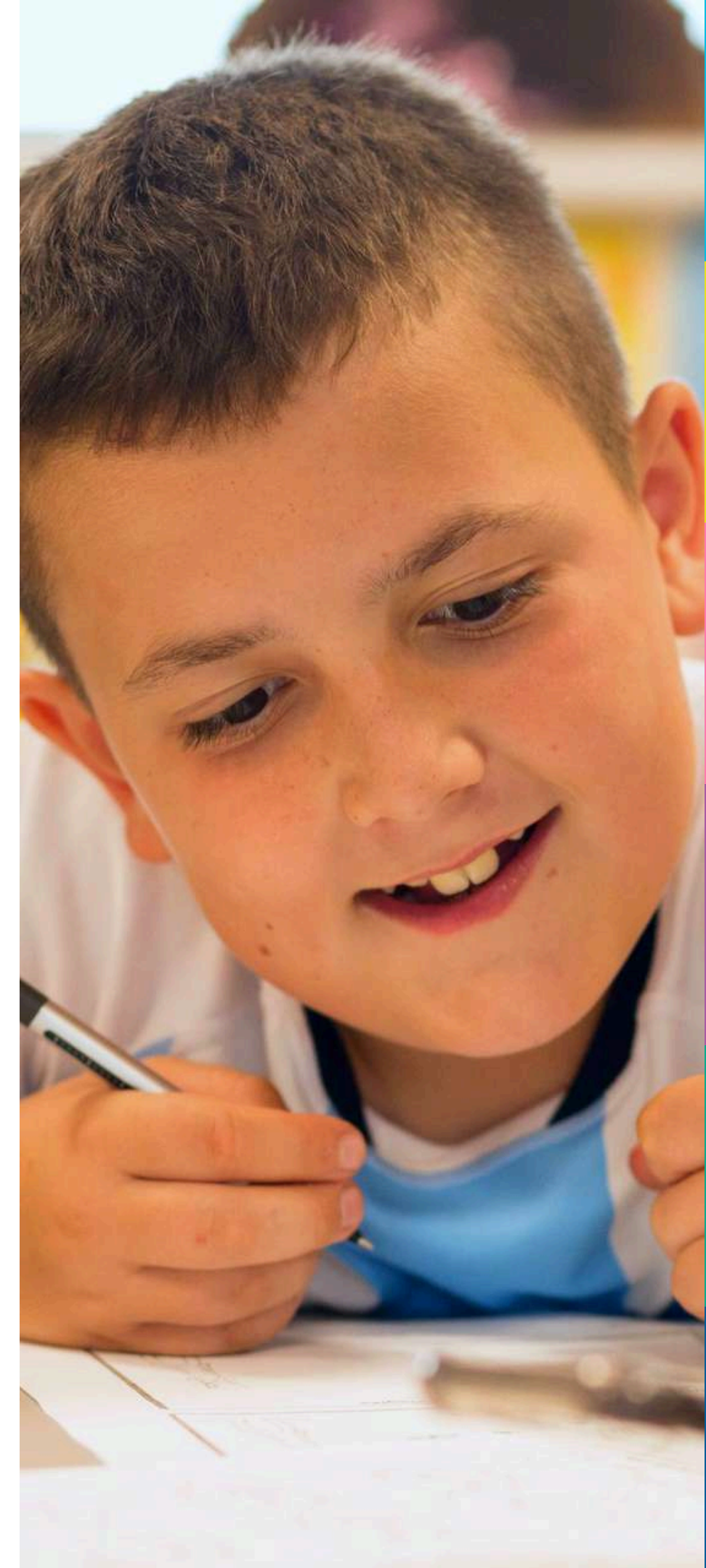
- Evaluating the programme and identifying areas of improvement – specifically improvements relating to content and quality-assurance processes
- Leading on special projects to enhance our offer to new and current clients
- Marketing the programme and contributing to new business development, renewing,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





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 holiday, time off in lieu for weekend or out-of-hours working, and an extra two-week break during the Christmas holidays. We also have early finish Fridays in the school summer holidays. 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: Thursday 18th July at 12midday

Notification of Interview: Friday 19th July at 5pm

Interviews: Interviews will be held on Wednesday 24th July in a central Manchester location or online using Teams. This will be confirmed nearer the time.

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

Hybrid working (a mix of onsite/home working). The Programme Officer must live within reasonable commuting distance of central Manchester and they will be expected to co-work with the Head of Region – Midlands & North in a Manchester city centre co-working space 1 day per/week (potentially close to Piccadilly Station).

The Programme Officer will also be expected to attend a Team Day at the TU London offices in Shoreditch, 1 day every other month - associated train travel and reimbursement for reasonable hotel accommodation (if needed) will be provided to cover expenses incurred.

September Tutor Training

The Programme Officer is expected to attend the Main Tutor Training on Saturday 7th September from 09:30am - 17:30pm and can attend the London face-to-face or the Online training.