

# Tutor Coordinator

**London (Hybrid)**

**Salary Range:** £22,880-£24,440  
**Ideal Start Date:** Thursday 29th August 2024  
**Contract Duration:** Permanent  
**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 Tutor Coordinator 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.

The Tutor Coordinator will be the **first point of contact for tutors** and be **responsible for tutor communication, allocation, and management**. The role will ensure that tutors are equipped with the information and tools needed to deliver brilliant lessons for our pupils, while ensuring the programme operations for tutors are streamlined, automated, and running smoothly to enhance both pupil results and the tutor experience. You will also support our CEO and Tutor & Partnerships Manager to shape and deliver inspiring new opportunities for our tutors, working with corporate partners across a range of sectors.

The Tutor Coordinator will be involved in the tutor's journey from attraction right through to becoming a graduate and alumni of Tutors United. This will involve **assisting with the processes of tutor recruitment, training and observations, alongside working with tutor timetables and allocating tutors to our various sites.** The Tutor Coordinator ensures that tutors are well supported in their role, including assisting tutors to provide a safe teaching environment by **following safeguarding procedures, supporting tutors' mental health** through wellbeing initiatives, and helping tutors to be the best they can in their delivery of high quality lessons.

The Tutor Coordinator is a varied role, which represents the many different aspects of the tutor's involvement in and importance to Tutors United. The Tutor Coordinator will be working alongside the wider Programmes and Tutor Teams, with a focus on working with tutors within day-to-day operations.

We are looking for a **proactive and conscientious individual** who is prepared to challenge themselves. You will need to be solutions orientated and comfortable delivering presentations and training for different sized groups. If you are passionate about the development of young people, and want to see your ideas and skills come to life and contribute to our strategy to support more tutors than ever before, then you will love it here!

## The Tutor Coordinator will embody our TU values:



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



**Brilliant:** The Tutor Coordinator will foster a culture of enthusiasm and excellence amongst the team and wider tutor cohort by leading with a positive attitude and driven mindset. All tutors will be aware of their own performance expectations and will be given the support they need to do their best work.



**Committed:** The Tutor 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

## Tutor Coordination

- Coordinating and building tutor timetables to meet the needs of tutors, parents, and partners
- Coordinating and updating tutor training, ensuring each event is fit for purpose
- Leading on tutor communication, reminders, and general tutor communications
- Recruiting and managing the tutors who are promoted to 'Tutor Leaders' and monitoring the performance of the three different area groups
- Assisting the team with running data audits, identifying, and filling any gaps within impact data from tutors
- Coordinating tutor lesson observations
- Updating and maintaining CRM systems with tutor information
- Managing the monthly tutor invoicing process, coordinating with the delivery team and CEO
- Supporting tutors to navigate, report and escalate safeguarding issues that may arise
- Helping to build tutor case studies as part of our annual reporting
- Managing the tutor newsletter, including design, copy-writing and dissemination

## Tutor Recruitment & Attraction

- Supporting tutor recruitment and leading on tutor enrolment processes
- Assisting with the development of campaigns and adverts to attract new tutors
- Collating tutor impact data to support reporting to clients and funders and the development of partnerships for tutor recruitment
- Leading tutor candidate interviews

## Tutor Management & Development

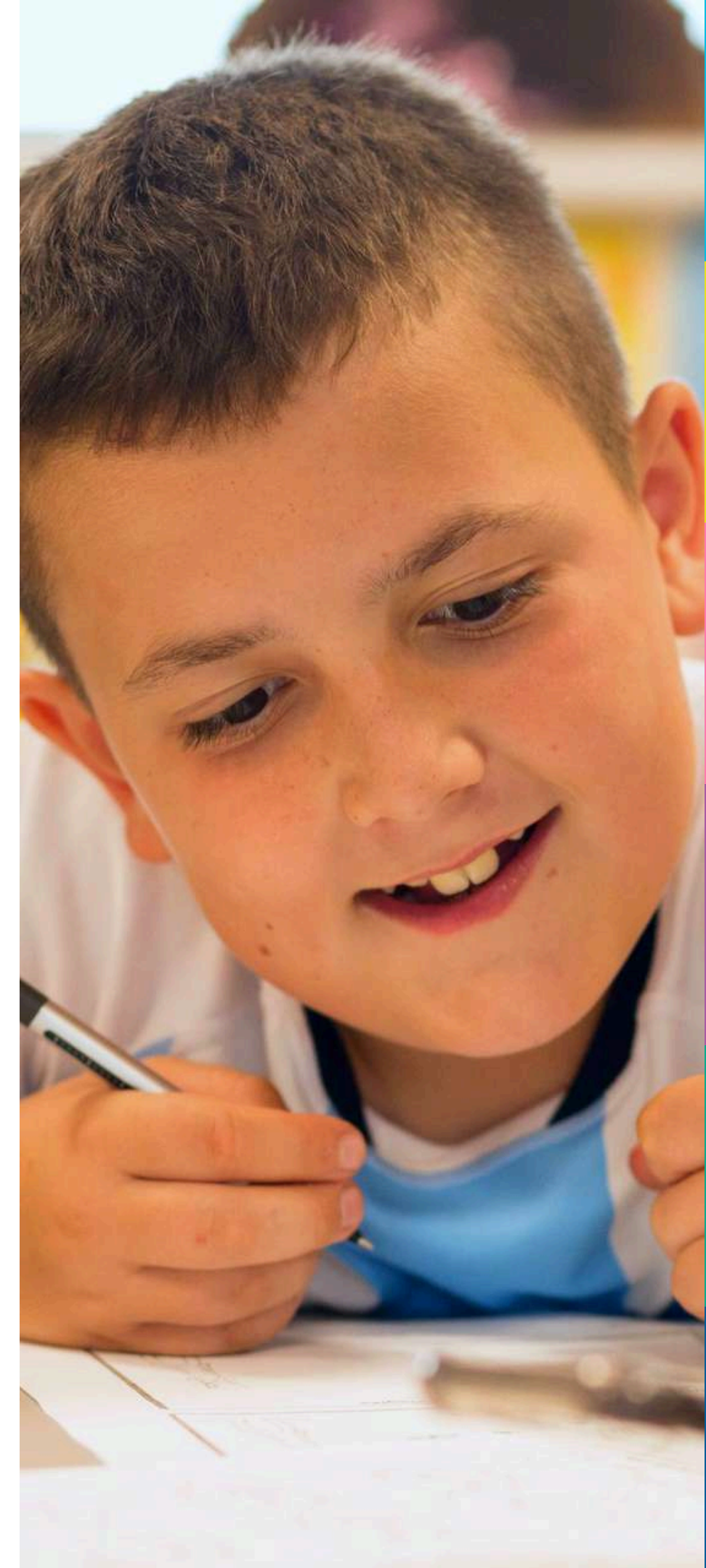
- Coordinating and delivering tutor training events
- Assisting in the development of training that encourages excellent tutoring and offers transferable skills for tutors
- Fostering team spirit amongst tutor cohort
- Supporting tutor well-being and ensuring performance standards are met
- Managing tutors who take part in internships with Tutors United
- Supporting SMT to rollout equity training and inclusive practice across the tutor cohort

# 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
- Excellent IT skills including Excel and use of word processing packages, including Microsoft Office
- 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 tutoring to break down the barriers in education and enable every child to succeed
- 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
- Strong stakeholder management and relationship building skills (internal and external)
- Ability to work in a fast-paced environment







# 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 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 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	<b>CV and Cover Letter</b>
2	<b>An answer to the following question:</b>  <b>How can Tutors United provide a positive experience for tutors and ensure our programme benefits their personal and professional development?</b>  (You may answer in any manner you wish!)

**Closing Date for Applications:** Thursday 18th July at 12 noon

**Notification of Interview:** Friday 19th July at 5pm

**Interviews:** Interviews will be held week commencing Monday 22nd July at our London office (19-21 Garden Walk, EC2A 3EQ). This will be confirmed nearer the time.

If you have any questions about this role, please email [careers@tutorsunited.org](mailto: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 Tutor Coordinator must live within reasonable commuting distance of our London office (19-21 Garden Walk, EC2A 3EQ). The Tutor Coordinator will be expected to work two days per/week from home and three days in the office. We have an in-person team day for the whole team every other month, usually in London. Any travel outside of London for team away days or programme delivery will be covered by TU.

## September Tutor Training

The Tutor Coordinator is expected to attend the Main Tutor Training on Saturday 7th September from 09:30am - 17:30pm in London.