

Job applicant information pack

Operations Officer



About us

At Action Tutoring, we believe every child should be given the **opportunity to succeed** in school. But in the UK today, young people from disadvantaged backgrounds are less likely to achieve the grades they need to progress in life. This isn't because they are any less able; they have less access to the tools to help them **reach their potential**.

We don't think this is fair. We know tutoring is an effective way of improving academic attainment and so we harness the **power of volunteer tutors** to bridge the gap and ensure this help can be accessed by every pupil who needs it, **not just those who can afford it**.

We specifically help pupils facing socio-economic disadvantage and who are at risk of leaving primary or secondary school without reaching national standards in their exams. We work **in partnership with schools** in nine cities and regions across the UK, delivering weekly tutoring in English or maths to those pupils who need it most.



Our mission

Action Tutoring supports young people facing **socio-economic disadvantage** to achieve a meaningful level of academic attainment, with a view to enabling them to progress in education, employment or training.



We do this by partnering high-quality volunteer tutors with pupils to increase their **subject knowledge, confidence** and **study skills**.

Our **vision** is a world in which no child's life chances are limited by their socio-economic background. 2

Our values

Our team are passionate, dedicated, professional and supportive.



High standards



Reflective



Evidence based

We are a values driven organisation and the following **six core values** underpin what we do and how we seek to do it.



Aspirational



Integrity



Collaborative

Learn more about our values at:
www.actiontutoring.org.uk/our-story/



Our impact in 2022-23

58,880

sessions of
tutoring delivered

5,743

pupils benefitted
from tutoring sessions

1,743

volunteer tutors
supported our work

In the summer of 2023, the first year group since 2019 sat normal exams without special grading arrangements to account for lost learning during the pandemic.

Even before the pandemic, disadvantaged pupils were **already 18 months behind** their non-disadvantaged peers on average by the end of secondary school. The effects of the pandemic on education are still being felt and this gap is now the largest it has been in twelve years. In 2023, just 44% of disadvantaged pupils met expected standards, compared to 66% of non-disadvantaged pupils in the primary phase of education.

Our analysis shows that primary pupils who were supported by Action Tutoring in 2022-23 for ten sessions were more likely to achieve the expected standards than other disadvantaged pupils across the country — by 7 percentage points in reading and 14 percentage points in maths. In secondary schools, after attending at least 10 tutoring sessions, our pupils were nearly 13 percentage points more likely to pass maths GCSE than other disadvantaged pupils nationally.

For more information, head to: www.actiontutoring.org.uk/our-impact/



Operations Officer

Diversity, equity and inclusion are a core part of Action Tutoring's culture; having a diverse workforce helps us innovate and deliver better programmes for pupils. We recognise diversity covers many aspects of identity and we continually strive to make our workplace more inclusive and equitable, to empower everyone to be heard, respected, and valued.

Action Tutoring is **committed to safeguarding and promoting the welfare of children and young people** and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Reports to

Operations Manager

Salary

£25,235 per annum plus London weighting of £2,271 per annum

Contract and hours

Permanent, full-time. We offer flexible hours with 9.30-4 as core hours. A full working week is 37.5 hours.

Closing date

Wednesday 8th January 2025

Interviews

Thursday 16th January and Monday 20th January 2025

Start date

Ideally February 2025. but we're happy to wait for the right person.

Place of work

This role is based in London and requires attendance at the office every Monday for a mandatory office day, as well as typically one additional day each week for office-based activities.

Our London office address is: Fivefields, 8-10 Grosvenor Gardens, Victoria, SW1W 0DH

Benefits

25 days per year (an additional day of leave will be given for each year of service up to a maximum of five extra days) plus bank holidays and three days at Christmas.

Employer and employee contribution to pension following successful probation period, in line with auto-enrolment pension requirements.

Further information about our benefits can be found on page 8.

DBS requirement

All Action Tutoring staff must have an enhanced DBS check suitable for the child workforce.

If you don't already have one, we'll process one for you. Should you be aware of any incidents, cautions or convictions that would appear in a DBS check, please notify us when you apply.

How to apply

Please submit [here](#) a completed application form. In the form you will be asked to reflect on the statements below:

1. Can you provide an example of how you have successfully organised a logistical task that required attention to detail. What steps did you take to ensure accuracy, and what was the outcome?
2. Please share your experience of using your verbal and written communication skills to handle enquiries from different stakeholders. How did you ensure a positive outcome? Please provide clear examples.
3. Provide an example of how you have managed competing priorities and multiple tasks in a previous role. How did you handle the situation and what was the outcome?

Applications that fail to meet these criteria will automatically be discounted. We want you to have every opportunity to shine and to show us your talents—please let us know if there is anything we can do to make sure the assessment process works for you.

Please note, we do not accept CVs and cover letters. We only accept applications with the application form. We recognise that artificial intelligence (AI) such as 'ChatGPT' etc can be useful for applicants e.g. to shorten an initial draft and we are open to applicants utilising these tools in their application and in their roles. However, we would caution applicants not to rely too much on AI in drafting answers to application questions. We want to hear your authentic voice, and for the second part of the task in particular we will be looking for answers that use examples and experiences that are specific to you.



About the opportunity



The Operations Officer is integral to the smooth functioning of Action Tutoring's daily operations, providing essential logistical and administrative support while serving as the initial point of contact for external stakeholders. The Operations Officer plays a key role within the Operations team by managing inquiries received via the Action Tutoring phone line and inbox and supporting the broader organisation by overseeing logistical arrangements with the Operations Manager. This includes travel and accommodation logistics, diary management, event support, resource management and office space coordination. The role involves collaborating with others, including working closely with IT service providers to ensure seamless service delivery and with the HR team to complete administrative processes for new starters and leavers.

Comprehensive induction and training will be provided. Action Tutoring is committed to providing development opportunities for its staff and, as a growing charity, there are plenty of opportunities to take on new areas of responsibility.

Key responsibilities of the role

- **Act as the first point of contact for the Action Tutoring phone line** - Oversee our main Action Tutoring phone line and inbox, answering and triaging external queries as required in a timely manner.
- **Resource management and tracking**- Ordering, procurement, and stock management of key resources used by the team, as well as ensuring accurate records are kept.
- **Oversee travel, accommodation and organisational logistics** - Travel coordination, including booking tickets and accommodation for staff and supporting with team days; as well as working with the Operations Manager to support in calendar management for the CEO and wider SMT.
- **Team day, meeting and event support** - Arranging meetings and events, booking meeting rooms and regional office spaces.
- **Work with service providers** - Work with our IT and phone provider to ensure they deliver the commissioned service on time and to agreed specifications, with support from the Operations Manager.
- **Provide administrative support** - for our Google Workspace, Microsoft and Slack systems (training will be provided), for HR processes relating to starters and leavers, and within our London office, collecting post and overseeing the organisation of the space.

Person specification



Qualifications and experience criteria:

- Experience in an administrative or operational support role or a position involving significant administrative or operations-related tasks (demonstrated through either formal employment or more informal volunteering roles)
- Strong verbal and written communication skills.
- Experience handling queries, complaints, general inquiries and/or communicating with external stakeholders.
- Strong teamwork skills, with experience collaborating across departments and/or suppliers to achieve organisational objectives.
- Able to manage competing priorities and prioritising, and able to adapt and problem solve to support the needs of Action Tutoring staff.
- Experience coordinating travel, accommodation, and/or event logistics.
- Able to oversee stock management and procurement processes with strong attention to detail for accurate record-keeping
- Able to work independently and use initiative in a range of situations. You will need to be able to effectively organise your own time and be confident in working autonomously.
- Experience with IT tools like Google Workspace, Microsoft Office, Slack, or similar systems (training will be provided if necessary).
- Able to work under pressure to ensure deadlines and targets are met.
- Committed to equality, diversity and inclusion.
- Committed to promoting and safeguarding the welfare of children.
- Right to work in the UK.

Please see the job description [here](#) to see more responsibilities and requirements of the role.

Our benefits

Hybrid working

We offer a **flexible** combination of office and home based working. For those not based in London who can't access our **beautiful office**, you can visit a **co-working space** with your regional colleagues once per month.

Holiday

25 days holiday a year (plus UK public holidays), increasing by a day for each complete year of service (up to five extra days). **We provide an additional three days of holiday in the period between Christmas and New Year.**

Flexitime and TOIL

We have a flexible policy for working hours, and offer TOIL where staff have to work particularly early in the day or late in the evening, so that they can **reclaim those hours** at another time.

Sabbatical leave

We offer **paid and unpaid sabbatical leaves** to our long standing colleagues.

Proofreading support

As well as checking the accuracy of all content Action Tutoring shares with external audiences, our proofreading team **supports individuals** who would value an extra pair of eyes on their writing.

Mental health focus

We have **trained mental health first aiders** and all team members and 5 of their friends and family have free access to Headspace and the Health Assured Scheme.

Knowledge-sharing

Lots of opportunities to **learn** from others in the organisation, including policy briefings, shadowing colleagues and peer-to-peer development.

Team away days

The whole team across the UK gets together **once a year**. The days are filled with **knowledge-sharing** and skills development opportunities and also give a chance to catch up and socialise with colleagues through fun activities.

Culture of celebrating

Regular **thanks and praise** and monthly recognition of 'heroes' to **celebrate** employees going above and beyond.

Flexible bank holidays

Choose to work on the Easter Bank Holidays and take days off whenever suits you best.

Ad hoc projects

Interested in other **exciting topics** relevant to our charity? Then join one of our working groups (including policy, diversity and inclusion, curriculum and training, socials, data and insights) and support with ongoing projects.

Pension contribution

Action Tutoring contributes 4% to your pension.



Our awards



As a disability confident committed employer, we are dedicated to proactively supporting people with disabilities and developing our understanding and procedures.



ACTION TUTORING | headspace

Headspace & Action Tutoring
healthier people, happier workplace



We have been acknowledged as a 'Rising Leader' by the Headspace for Work Mindful Workplace Awards.

We strive to incorporate mediation and gratitude into our work culture.

We have been certified by the Living Wage Foundation as an employer who pays all of our staff at least the living wage.



ACTION TUTORING

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