

Job applicant information pack

South West and South East
Programme Manager



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.

Our values

Our team are passionate, dedicated, professional and supportive.

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

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



High standards



Reflective



Evidence based



Aspirational



Integrity



Collaborative



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.



South West & South East Programme Manager

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. We are currently actively seeking to increase diversity within our team focusing on **ethnicity** and **age**.

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

Head of Programmes (South)

Salary

£35,102-£36,807 depending on experience. per annum.

Contract and hours

Permanent, full time contract (37.5 hours) but we will consider requests for 0.8FTE. We offer flexible hours 9.30-4pm as core hours.

Closing date

Sunday 7th July 2024

Interviews

Thursday 11th and Friday 12th July 2024

Start date

Monday 12th August 2024

Place of work

Home based in the South West (Bristol or Devon) with frequent travel to schools in the South West and infrequent travel in the South East.

Benefits

25 days per year (an additional day of leave will be given for each year of service up to a maximum of three 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 9.

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.

To apply

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

- 1) Tell us about your management style and how you would manage your team of Programme Coordinators.
- 2) Your experience working with schools, young people or interventions and how this influences what you do, and how you communicate or how you approach things.
- 3) Tell us about how our organisational values are in line with your values.

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.

About the opportunity

Critical to our mission, we are looking to recruit a South West and South East Programme Manager to be responsible for three geographical areas and the schools within them, and to support further geographical expansion. You will oversee your region's Action Tutoring programmes, liaising with our partner schools and developing new school partnerships, whilst supporting your team of Programme Coordinators to engage pupils and support them to build relationships and retain a strong pool of volunteer tutors.

As a Programme Manager, you will line manage Programme Coordinators to ensure they effectively manage their caseload of schools, whilst driving the quality of programmes and ensuring that the delivery of programmes meets organisational KPIs. This role will take a lead on new school recruitment, regularly pitching to Senior Leaders within schools and managing school partnerships within your region to ensure Action Tutoring's growth targets are met. Additionally, you will contribute to the wider leadership of the Action Tutoring programme team, lead on programme-specific projects to support the programme department's priorities and will be expected to support the wider learning and development needs of the Programme Coordinator team.

This position would suit someone who enjoys working with people who have a frontline role, gets energy from pitching to schools and wants to increase their management experience in an exciting and rapidly developing charity. The successful candidate should be able to manage their own workload to a high standard as well as support others, have excellent attention to detail, be adaptable, relational and used to problem-solving and be able to work well with a range of stakeholders and be confident carrying out administrative tasks to support programme delivery.

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.

Duties and responsibilities

- Oversee the delivery of all Action Tutoring programmes and corresponding work in the South West and South East; this currently includes Devon, Sussex and Bristol.
- Line manage up to seven Programme Coordinators, meeting weekly with them and overseeing the delivery of their programmes, and supporting them through regular observations, training and feedback to ensure consistently high quality programme delivery. Line management would also include HR responsibilities (appraisal, recruitment etc.) with support from others in the charity.
- Work with Action Tutoring's Head of Programmes (South) on business development. Leading on recruitment (sales) and retention of schools in the South West and South East. Ensuring that there are a sufficient number of partner schools in the South West and South East according to growth and income targets, by creatively finding new ways to partner and pitch to new school leads
- Ensuring that the Programme Coordinator team accurately collects and records vital data for impact reporting purposes, through confident use of Action Tutoring's database, processes and systems.
- Lead on reviewing and improving programme delivery in the South West and South East through regular visits to schools and programmes. Using data to reliably assess programme performance and engaging with quality assurance processes to drive impact.
- Develop and strengthen relationships with key stakeholders in Action Tutoring's partner schools in the South West and South East, including members of the Senior Leadership Team, ensuring strong retention of school partnerships each academic year.
- Take a lead, with support from others in Action Tutoring, on networking in the South West and South East. This could include connecting and attending events with other charities, universities and other organisations to build Action Tutoring's presence locally.
- Work closely with the Marketing, Communication and Engagement teams to establish and maintain volunteer recruitment opportunities and channels in the South West and South East.
- Develop strategies, meet with new leads and attend events to ensure a sufficient supply of high- quality tutors for your region, effectively managing your tutor pool and signing tutors up to programmes.
- Lead on projects that support the programme department's priorities and strategy, dependent on your individual skills e.g. safeguarding, curriculum, data.
- Report and work closely with SMT, including presenting to SMT and attendance of biannual Programme Manager training days to add input to future development of programme delivery.
- Facilitate wider team or programme team training to support the learning and development needs of frontline staff.
- Any other responsibilities reasonably required.

Person specification

Qualifications criteria:

- A*-C in maths and English at GCSE (or equivalent experience).
- Right to work in the UK.

We are looking for some of the following attributes, though you might be more experienced in some areas than others:

- Knowledge of the education sector, schools, young people or providing interventions to improve outcomes.
- Able to manage and lead others, leading by example; line management experience would be an advantage or the ability to demonstrate a strong understanding and evidence of the qualities that make for effective line management.
- 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.
- Able to develop strong relationships with a variety of stakeholders. This includes the ability to build and manage relationships with stakeholders you may not see regularly. You will need to be able to adapt your communication style to different audiences and uphold Action Tutoring's high standards of professionalism.
- Strong verbal and written communication skills and the ability to pitch to individuals or groups of school leaders. Confidently articulating and advocating Action Tutoring's mission to wider audiences.
- Able to meet deadlines and undertake administration. You will be responsible for maintaining accurate and timely records of all aspects of Action Tutoring's work for your area and, where needed, support your Programme Coordinator to achieve this.

Person specification continued

- Able to manage competing priorities and prioritising, and able to adapt and problem solve to support the needs of frontline staff.
- Able to work under pressure to ensure deadlines and targets are met.
- Computer literate, competent using Word, Excel and PowerPoint.
- Adaptable and open to learning. Action Tutoring is a relatively young organisation and is constantly changing – the Programme Manager will need to be willing to adapt and to grow and develop with the organisation, as well as taking a lead on suggesting changes and driving programme improvement.
- Committed to ensuring young people from all backgrounds reach a meaningful level of academic attainment. The Programme Manager role is critical to enabling Action Tutoring to deliver on its mission and you will need to be passionate about this.
- Committed to equality, diversity and inclusion.
- Committed to promoting and safeguarding the welfare of children.

You will be likely be more successful in this role if you have:

- Experience of project management.
- Experience of business development or sales to help deliver results.

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 three 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 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 these days off whenever it 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.



Our awards



We are proud to be listed as one of the 100 best small companies to work for in 2022.

We received this award thanks to our commitment to mental health and culture of collabora-

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



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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