JOB TITLE	Operations Associate
CONTRACT	Permanent
START DATE	January 2027
REPORTING TO	Operations Supervisor
HOURS	• Full-time • 35 hours per week • 08:30-16:30
HOLIDAYS	25 days plus 8 bank holidays
LOCATION	Hybrid; Chester office/remote
SALARY	£24,006 - £30,489 per annum
CLOSING DATE	12:00, 08 December 2026

About Tute

Tute Education provides live online learning for children and young people who need flexible, high-quality education that works around their circumstances.

Our qualified and experienced teachers deliver live lessons to students across the country, supporting local authorities, schools and non-mainstream settings to provide education where there are gaps, barriers or additional needs. For many students, Tute is not just an extra layer of support. It is the route that keeps them learning, progressing and connected to education.

We offer a range of online provision, from individual subjects to broader virtual school timetables, giving partners the flexibility to meet different student needs, priorities and budgets. As demand for high-quality online education continues to grow, our focus remains clear: strong teaching, meaningful outcomes and students at the centre of every decision.

Each year, Tute supports thousands of students across hundreds of settings throughout the country. Behind that work is a team that cares deeply about what we do and how we do it. We collaborate, support one another, share ideas and take pride in creating a positive working culture. Tute is also officially

recognised as a Great Place to Work, reflecting the strength of our team and the environment we have built together.

Tute is part of Outcomes First Group, the UK's leading specialist education provider, trusted by local authorities and schools across the country. Being part of OFG gives Tute access to wider insight, expertise and reach, while allowing us to retain the culture, flexibility and responsiveness that make Tute distinctive.

It is an exciting time to join Tute. We are growing, developing and continuing to show how online learning can help more children and young people access the education they deserve.

Please read on to see how this role fits into our wider plans and how you could help make a difference to young people's lives.

Role Purpose

We are seeking a dedicated and enthusiastic operations associate to join and bolster our dynamic team on a permanent basis. This position is crucial for expanding our capacity during our busiest period to deliver outstanding support to our partners (customers) and ensure the seamless delivery of our live online lessons. In this role, you will find yourself at the heart of our operations function, directly impacting our experience of our partners and students.

The principal purpose of this role is to act as a point of contact for our partners, adeptly handling queries and solving problems to maintain high satisfaction levels. Collaboration across departments will be a part of your daily routine, aimed at enhancing service delivery and operational efficiency. Your contributions will extend beyond immediate tasks, providing valuable insights through regular performance reports, aiding in decision-making and improvement initiatives. Full training in our systems (namely our bespoke platform, Dynamics 365, Teams) will of course be provided, and expectations will be clearly set.

We are looking for someone who shares our commitment to education, equipped with exemplary organisational and communication skills, and has a track record of thriving in fast-paced environments. This opportunity is for a person who demonstrates their value and aligns with our goals, the future of this role could open further avenues for professional growth and development. You may not have professional operations experience, but if you have the detail-oriented and customer-centric skills we're looking for, then we'd love to hear from you!

This role offers you the chance to make a significant contribution to our operations, ensuring smooth, efficient, and effective delivery of our important service.

Key responsibilities

Partner support

- Own selection of partner accounts for all support and booking matters

- Answer inbound calls from our partners in learning settings
- Offer first line support for technical or clerical issues that are preventing learning

Support queue handling

- Respond to email cases in our CRM, Dynamics 365
- Liaise with internal teams to ensure SLAs are consistently met
- Ensure every case is responded to and properly processed in Dynamics 365

Administration

- Respond to all late notifications to ensure every lesson is delivered smoothly
- Ensure that all curriculum learning resources are uploaded into our platform ready for teaching
- Complete change requests from our partners

Data and reporting

- Produce weekly data snapshot of our inbound cases and calls
- Produce weekly KPI tables to report on booking and scheduling progress
- Prepare other ad hoc data requests as needed

Scheduling

- Contribute to departmental objectives by owning your phases of booking and scheduling lessons
- Other tasks you will own may include: monitoring and reporting on group sizes; responding to cover requests; maintaining teacher availability information
- Assist with assigning teachers to lessons and setting up lessons in our bespoke platform

Team

- Bring an eagerness to learn and engage with our partners and our people
- Act as a team player, working collaboratively in a supportive, passionate team dedicated to improving the lives of children and young people through education

Skills, qualifications and qualities		
Criteria	**Essential**	**Desirable**

A positive, resilient, can-do attitude – you are eager to help however you can	X	
Outstanding organisational skills with a meticulous eye for detail	X	
Friendly and helpful demeanour, conveyed over the phone or through email	X	
Capable of adapting quickly to new systems and interfaces	X	
Prioritise and manage time appropriately, able to work under pressure and to deadlines	X	
Comfort with manipulating and analysing simple data sets	X	
Excellent ICT skills, especially proficient in Office365	X	
Experience of using Teams as a communication and collaboration tool (or a willingness to learn quickly!)	X	
Respect and promote the company's ethos and values	X	
Passionate and demonstrably committed to improving the lives of young people	X	
Experience of administration, gained through professional or volunteer/community experience		X
Familiarity with MS Dynamics 365		X
Experience of working in an education setting		X
Proficiency in speaking, reading, and writing Welsh		X

How to apply:

If you like what you've read, think you're a good fit, and would like to join our team, please follow the below steps:

- **Download Tute's application** form here
- **Complete it** paying particular attention to the personal statement – this is where we really learn about you and your desire to apply your skills and experience to this role at Tute
- **Upload it** to the same webpage as above by the closing date

Please note: we do not accept CVs and do not support visa sponsorship

Tute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and contractors to share this commitment.

Working with Tute is exempt from the Rehabilitation of Offenders Act 1974 and therefore subject to possession of an enhanced certificate of disclosure issued by the Disclosure and Barring Service (DBS) and barred list check.

Tute adheres to the statutory safer recruitment procedures issued by the DfE. Tute promotes policies of equality opportunity for both staff and students.

Tute creates equality in education by bringing the best teaching and learning to all children and young people. It is our expectation that everyone in our team supports our policy to treat all students, staff, and commissioning bodies fairly and equally.