tutè JOB DESCRIPTION

Job title	Operations Associate
Contract	Full time, temporary
Start date	ASAP
End date	1 July 2024
Reporting to	Operations Manager
Hours	35 per week around the core hours of 09:30-14:30
Holidays	25 days (pro-rated by contract length), plus 8 bank holidays
Location	• Wrexham office, hybrid model, 5 days per month in the office • Fully remote will be considered for the right candidate
Salary	£20,449.00 - £25,989.00 (pro-rated by contract length)
Closing date	15 March 2024

About Tute

What Tute does is simple: our team of qualified, experienced teachers deliver live online lessons to fill gaps in the education of children and young people. Those gaps have never been wider and Tute's purpose never more fitting.

We support local authorities, schools, and non-mainstream settings to meet their statutory obligations by packaging our lessons into different curriculums that provide flexibility, suit different priorities, and work for varying budgets.

Last year, we successfully delivered nearly 50,000 lessons to over 4,700 students across 253 settings. As we embark on an ambitious journey towards 40% growth this year, our top priority remains maintaining the exceptional quality of our service while keeping the student at the core of everything we do. To achieve this, we are excited to welcome more talented people into our incredible team.

Currently, our team consists of around 154 members, with 80 employed and the rest engaged as contractors (an integral part of our team). To meet the surging demand for our service and to realise our growth objectives, we anticipate expanding our team to approximately 180 members this year, with 101 of those being employed.

It's an exciting time to join Tute. We're an ethical and supportive company committed to our team. We value everyone's voice, foster collaboration, and share a common vision: to create a world where online learning enables any child, anywhere, to achieve their full potential.

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

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Role purpose

We are seeking a dedicated and enthusiastic operations associate to join and bolster our dynamic team on a temporary 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. Whilst this opportunity is temporary, for a person who demonstrates their value and aligns with our goals, there could be potential for this position to evolve into a permanent role, opening up 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

- Answer inbound calls from our partners in learning settings
- Offer first line support for technical or clerical issues that are preventing learning
- Respond to email cases in our CRM, Dynamics 365

Support queue management

- Own the process of allocating cases as they come into 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 supporting the operations team across the different phases of booking and scheduling lessons
- Monitor teaching group sizes and report when groups need to be created to add capacity
- Assist with assigning teachers to lessons and setting up lessons in our bespoke platform

Team

- Support our dynamic operations team through our busiest time of the year with a positive, can-do attitude
- 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:

1. **Download Tute's application** form here

2. **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
3. **Upload it** to the same webpage as above by 00:00 on 15.03.2024

Please note: we do not accept CVs

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.