

<b>Job title</b>	Operations Specialist
<b>Contract</b>	Full time, permanent
<b>Start date</b>	ASAP
<b>Reporting to</b>	Operations Manager
<b>Hours</b>	35 per week around the core hours of 09:30-14:30
<b>Holidays</b>	25 days, plus 8 bank holidays
<b>Location</b>	Wrexham office, hybrid model, 5 days per month in the office
<b>Salary</b>	£27,238.00 to £33,580.00
<b>Closing date</b>	25th April 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.

## Role purpose

Tute is seeking a resourceful and analytical operations specialist to spearhead our new operations efficiencies function. This pioneering role is central to driving innovation and establishing best practices across all business functions, significantly enhancing partner and student experiences, as well as internal stakeholders' work. As an operations

specialist, you will work as a consultant, project manager, technician, and administrator, constantly energised by the opportunity to tackle new challenges and projects every few weeks.

Your primary mission is to future-proof Tute's operations as our customer base expands. This entails dissecting existing processes to design, develop, document, and implement streamlined workflows across various domains, including CRM implementation, process automation, communication system enhancement, and the creation of a comprehensive intranet through SharePoint. Your work will ensure Tute operates smoother, enabling our business to scale efficiently without proportionally increasing our headcount. While not exclusively technical, the ideal candidate will possess a high level of technical fluency to collaborate effectively with our tech team in bringing digital solutions to fruition.

In addition to steering priority projects through agile sprint cycles, the operations efficiencies function will possess comprehensive mastery of system interoperability, understanding the origin of all data sources and KPIs. Rather than letting systems dictate possibilities, you will lead and guide them with your technical acumen. Your problem-solving skills will guide Tute away from reliance on Word and Excel, towards more sophisticated and integrated digital solutions.

Collaboration is at the heart of this position. Your excellent communication skills will position you as a central point of connectivity within the organisation, acting as a service provider to streamline their operations, allowing them to focus on achieving their objectives rather than the tools needed to get there. Your innovative spirit will be crucial in leveraging Microsoft technologies to their fullest potential, providing teams with the frameworks and blueprints for effective operation.

The role demands agility and the ability to pivot quickly between tasks, prioritising proactive over reactive actions. With autonomy to identify and address operational challenges, you will work closely with the operations manager and head of operations to ensure initiatives are timely, standardised, and aligned with Tute's strategic goals. Crucially, you will adeptly communicate changes and ensure these are documented in our evolving operating manual.

Joining us is your chance to significantly shape Tute's future, driving efficiency, scalability, and enhancing customer satisfaction. You'll be pivotal in ensuring Tute stands out as the first choice for our partners, thanks to our seamless engagement and professionalism. Embrace this extraordinary opportunity to make a lasting impact in transforming education with us.

## Key responsibilities

### Project management and innovation

- Collaborate with stakeholders to capture and refine requirements for new initiatives and projects aimed at enhancing operational efficiency
- Explore, test, and implement solutions that automate processes, improve communication systems, and facilitate smoother operations
- Deploy solutions, assess their impact through agile methodologies, and ensure successful integration and adoption across the company

### System optimisation and integration

- Lead the enhancement of Dynamics 365 and other key systems to streamline workflows and improve data insights across the business
- Develop and implement integrations between Tute's platform, Dynamics 365, SharePoint, and other tools to ensure seamless data flow and operational efficiency
- Oversee data quality and ensure it supports comprehensive reporting in Dynamics 365 and PowerBI, enhancing decision-making processes

## Administration and operational support

- Prioritise and manage tasks effectively, balancing project work with system maintenance to ensure operational continuity
- Provide hands-on support during critical phases of projects, ensuring data integrity and continuity of operations
- Assist the operations BAU team during peak periods, ensuring a seamless service experience for partners and students

## Data management and analysis

- Maintain an in-depth understanding of Tute's data ecosystem, including the collection, storage, and utilisation of data across systems
- Collaborate with the tech team to make essential data accessible for all departments, enabling robust, data-driven decision-making
- Regularly prepare and present data snapshots to track and communicate the progress of efficiency initiatives against KPIs

## Knowledge management and sharing

- Manage and enhance SharePoint as a central repository for key information, ensuring it remains accessible and user-friendly
- Contribute to the development and maintenance of Tute's operating manual, ensuring operational knowledge is systematically captured and shared
- Document and disseminate best practices and procedures, making them easily accessible to all employees

## Function development and integration

- Establish the operations efficiencies function as an integral part of Tute's approach to continuous improvement and innovation
- Promote understanding and integration of this new function within all departments, highlighting its role in enhancing Tute's operational efficiency
- Lead initiatives to embed the operations efficiencies practices into the company culture, ensuring widespread adoption and alignment with Tute's strategic goals

## Skills, qualifications, and qualities

Criteria	Essential	Desirable
A positive, resilient, can-do attitude – you never shy away from a challenge	X	
Outstanding organisational skills with a meticulous eye for detail	X	
Friendly, collaborative approach to supporting colleagues across the business through their project requests, as well as drive engagement across all levels of the business (ability to manage up)	X	
Strong user knowledge of cloud technologies, and an interest in emerging business applications and how they can be applied in different settings	X	
Capable of adapting quickly to new systems and interfaces	X	
Resourceful and curious – you aren't limited by what the seems easy or obvious	X	
Prioritise and manage time appropriately, able to work under pressure and to fluid and set deadlines	X	

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Able to communicate clearly and confidently across all channels	X	
At least 1 year of project management experience	X	
Good knowledge of business operations and terminology	X	
Comfort with manipulating, analysing, and visualising data sets	X	
Excellent ICT skills, especially proficient in Office365 and using Teams to communicate and collaborate	X	
Respect and promote the company's ethos and values	X	
Passionate and demonstrably committed to improving the lives of young people	X	
Familiarity with agile methodologies		X
Technology consulting experience		X
Familiarity with MS Dynamics 365, PowerBI, and Power Automate		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 25.04.2024

**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.