



# OPERATIONS ASSOCIATE

Explore the role, discover our vision, and learn what Tute has to offer. Your journey begins here!

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Let us know you're interested!

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# WELCOME

WE ARE DELIGHTED THAT YOU ARE CONSIDERING A CAREER AT TUTE!

Dear candidate,

Thank you for your interest in this role and in joining the Tute team. I am extremely proud to lead a team of passionate people who really care about making a difference to the lives of children and young people. This principle is at the core of everything we do at Tute and needs to be the main driver for anyone joining our organisation. If this is you, please do read on!

Tute has experienced a significant transformation in recent years, and our commitment to providing an outstanding educational and support journey for our students and partners remains stronger than ever. To achieve consistent, high-quality support, we are investing further into our core operations to adeptly manage and scale our services. The primary objective of this role is to meet and surpass our support goals and KPIs, working with our other operations associates to address all partner concerns and queries in a timely, friendly, accurate manner. Beyond providing phenomenal frontline support, this team also plays an important role in the wider business, delivering on administrative and ad hoc projects.

This pack should give you a good idea of what we and the role are all about. If you like what you read and think you have the experience, energy, and strategic vision we need we'd be very pleased to hear from you. For further information, please contact Carol Skitt, Head of People, Culture, and Social Responsibility on 07787444178 or at [carol.skitt@tute.com](mailto:carol.skitt@tute.com).

We look forward to hearing from you!



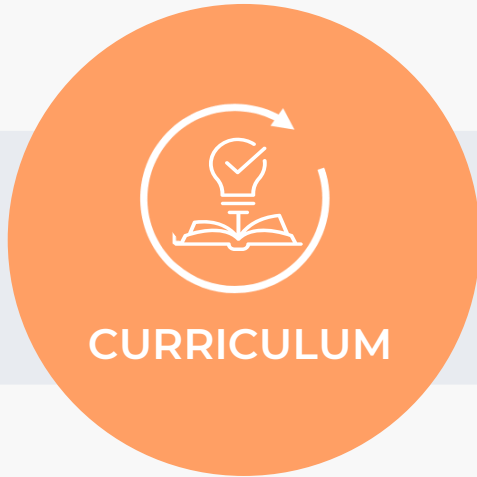
**Sophie Eaglesham**

Head of Operations and Planning



# OUR VISION

DRIVING SUCCESS THROUGH SHARED ASPIRATIONS



Enable all students to **engage** and **achieve** in a high-quality, rich, and **inclusive** curriculum.



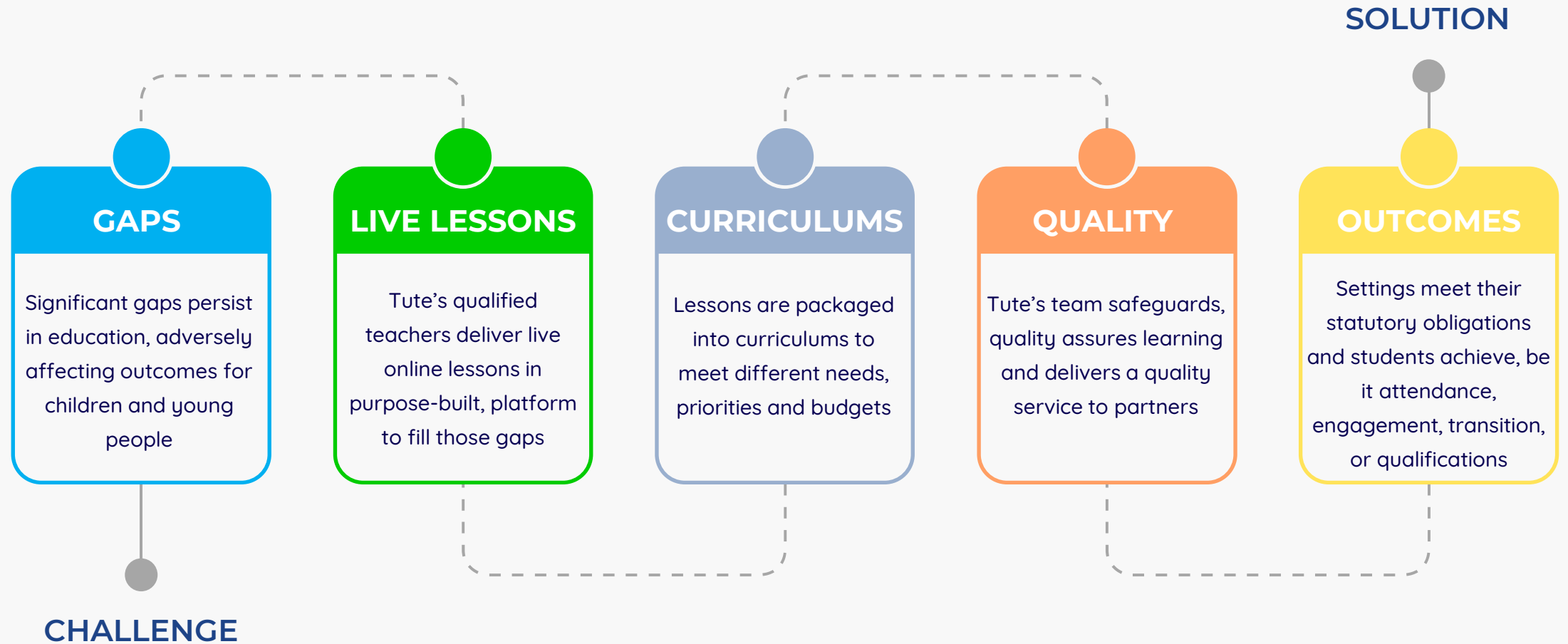
Become the first-choice online **teaching partner** to schools, LAs, and non-mainstream settings



Create a world where online learning enables **any child**, anywhere, to **achieve** their **potential**

# WHAT WE DO

IT'S SIMPLE!



# KPIs

WHERE WE ARE, WHERE WE NEED TO GET TO

2022 - 2023

+56%

140 52 employed

4,778

253 130 new

40,918

REVENUE

TEAM

STUDENTS

PARTNERS

LESSONS

+40%

178 70 employed

5,000

295 130 new

53,933

2023 - 2024

# THE ROLE

## JOB 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.



# THE ROLE

## 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

# THE ROLE

KEY RESPONSIBILITIES

## 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



# THE ROLE

## ESSENTIAL PERSON CRITERIA

- |   |  |
|---|--|
|  A positive, resilient, can-do attitude – you never shy away from a challenge   |  Respect and promote the company's ethos and values                           |
|  Outstanding organisational skills with a meticulous eye for detail   |  Passionate and demonstrably committed to improving the lives of young people |
|  Friendly, collaborative approach to supporting colleagues at all levels across the business through their project requests |   |
|  Strong user knowledge of cloud technologies, and an interest in emerging business applications                             |   |
|  Capable of adapting quickly to new systems and interfaces  |   |
|  Comfort with manipulating and analysing simple data sets  |    |
|  Excellent ICT skills, especially proficient in Office365   |   |
|  Experience of using Teams as a communication and collaboration tool (or a willingness to learn quickly!)                 |   |

# THE ROLE

## DESIRABLE PERSON CRITERIA

-  Experience of administration, gained through professional or volunteer/community experience
-  Familiarity with MS Dynamics 365
-  Experience of working in an education setting
-  Proficient in reading, writing, and speaking Welsh
- 

# OUR OFFER

A REAL OPPORTUNITY

We provide a friendly, stimulating environment in which our team is encouraged to grow and thrive. We work collaboratively, get stuck in, and value everyone's input. We operate a hybrid working model where staff work from the Wrexham office 5 days a month, 1 day when we're all together. We will not insist on this pattern for the right candidate who does not live close by.

Wellbeing matters to us - it is key to a productive team and we understand the importance of a work-life balance. We always go above and beyond for our loyal employees and we promise to look after you.

Tute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and contractors to share this commitment. We adhere to the statutory safer recruitment procedures issued by the DfE.

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 promotes policies of equal opportunity for both staff and students. We want all our team to feel confident in bringing their passion, creativity, and individuality to work. We believe that diversity drives innovation and value all cultures, backgrounds, and experiences. Be yourself, enjoy your working day, and make a difference!

£20,449.00 - £25,989.00

35 hours per week

08:30-16:30

25 days' holiday (inc 8 bank holidays)

Flexible working

Hybrid working - 5 office days a month

Laptop and other required equipment

Continued professional development

Employee assistance programme

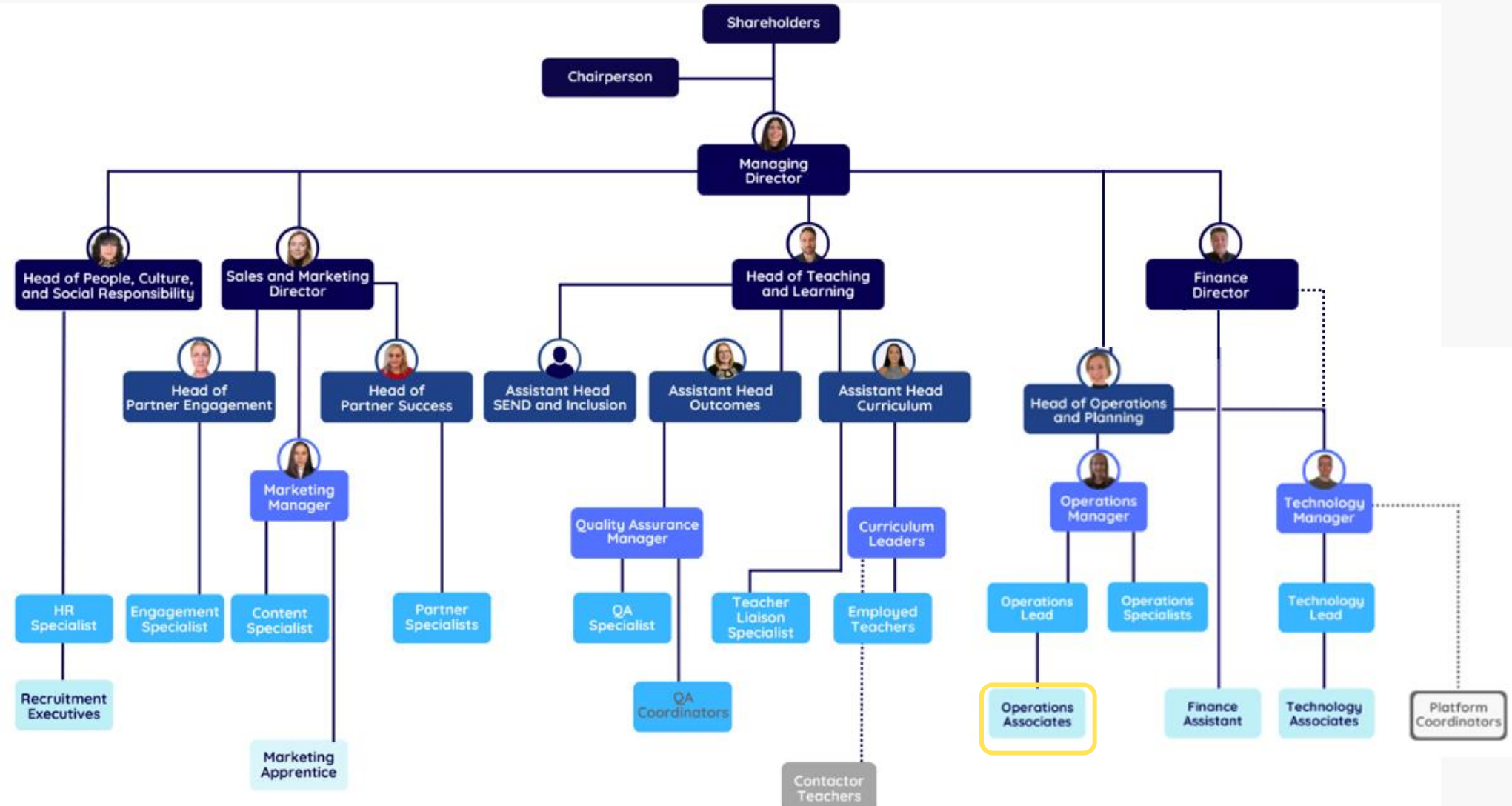
Pension contribution

Private health care

Amazing colleagues!

# TEAM TUTE

WE DON'T LIKE HIERARCHY BUT THIS IS HOW OUR TEAM LOOKS



# TEAM INSIGHTS

WHAT OUR AMAZING TEAM THINKS OF WORKING WITH TUTE



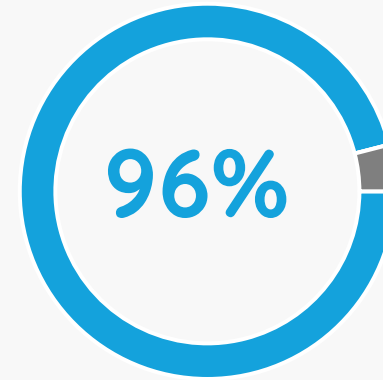
Are satisfied working at Tute



Have confidence in SLT



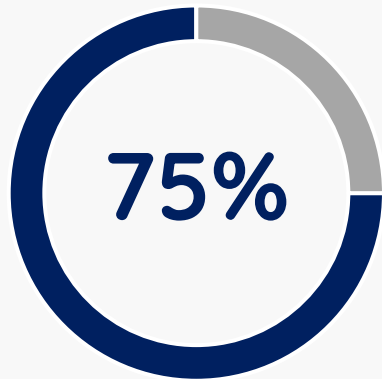
Feel respected as an employee



See Tute in future career plans



Would recommend Tute to a friend



Say Tute compares better to other employers

25% say Tute is about the same

4.83



Average rating of Tute as an employer





# TEAM INSIGHTS

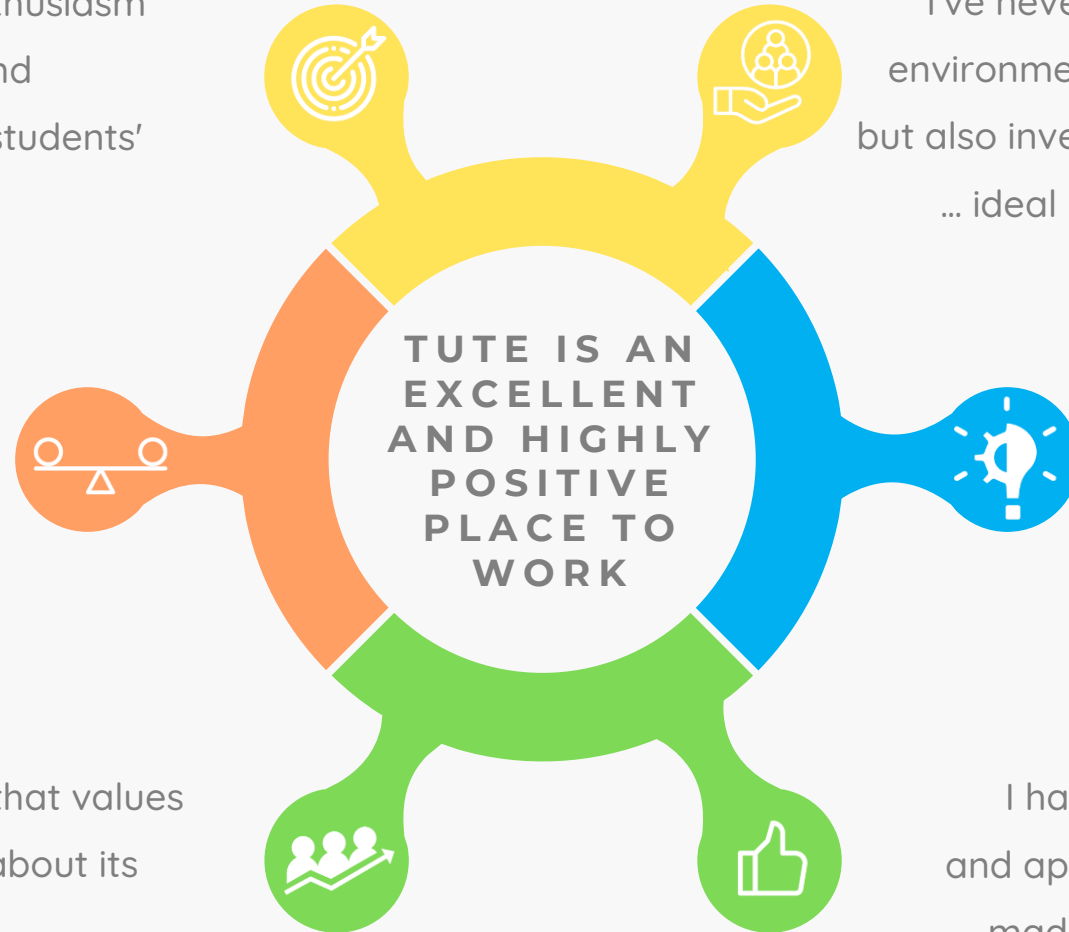
PEOPLE LIKE WORKING HERE



Working for Tute has reignited my enthusiasm for teaching. I now have the energy and motivation to make a real impact on students' lives, and that's incredibly rewarding.

The flexibility is a game-changer. I can balance family life while pursuing my passion. It's the perfect blend of work and life.

It's refreshing to work for a company that values transparency and keeps us informed about its priorities and growth strategies.



I've never experienced such a supportive work environment. Tute not only values its employees but also invests in their professional development, ... ideal place for personal and career growth.

The company has a genuine vision. This vision/sense of mission is not empty rhetoric, it is lived by everyone in the company.

I have felt supported throughout the year and appreciate how welcome everybody has made me feel since I have started working

# 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

[Find our application form here](#)

## Complete

Tip: personal statement is important! Make it relevant to Tute.

## Upload

To the same webpage as step 1 by **00:00 on 25.04.24**

**We do not accept CVs**

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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.