



OPERATIONS SPECIALIST

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!

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. In line with our dedication to continual and systematic enhancement, we are introducing a new element within the operations function of our business: operational efficiencies. The operations specialist role is central to the success of this function, serving both our internal team and external partners effectively. For this role, we prioritise candidates who exhibit the essential characteristics for success in our dynamic environment — an inquisitive nature, solution-oriented mindset, exemplary organisational skills, and a flair for innovation — over those with specific backgrounds in project management or consulting.

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.

We look forward to hearing from you!



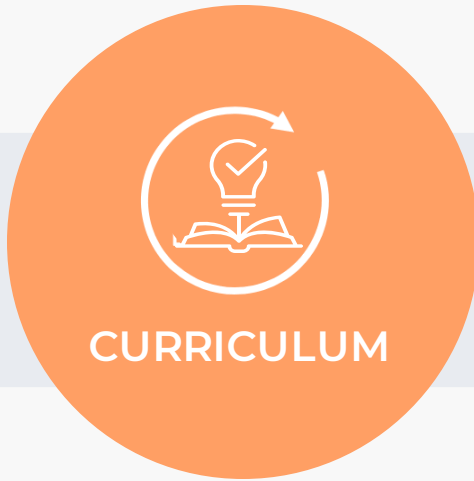
Sophie Eaglesham

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.



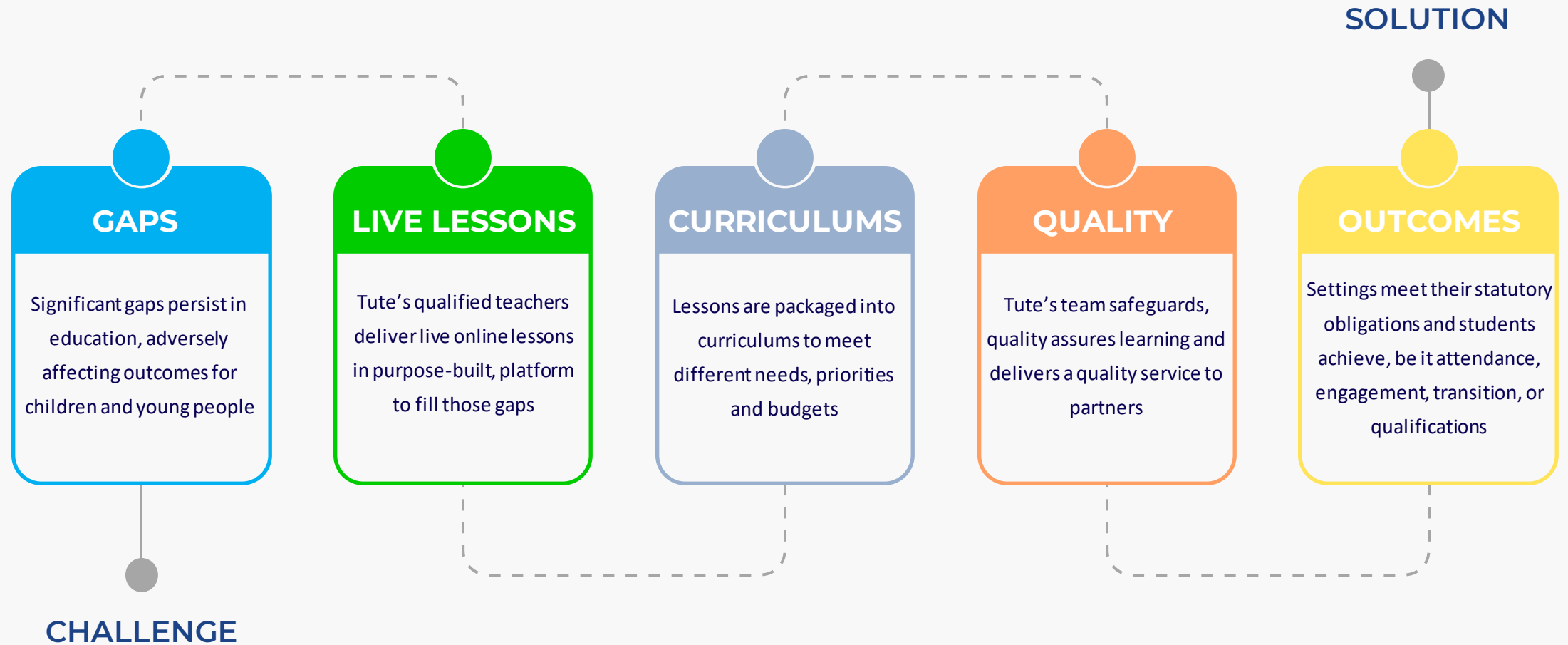
Become the first-choice online **teaching partner** to schools, LAs, and non-mainstream settings



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

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.

THE ROLE

...JOB PURPOSE, CONTINUED

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.



THE ROLE

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 operations 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

THE ROLE

KEY RESPONSIBILITIES

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

THE ROLE

ESSENTIAL PERSON CRITERIA

- ✓ A positive, resilient, can-do attitude – you never shy away from a challenge
- ✓ Outstanding organisational skills with a meticulous eye for detail
- ✓ 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
- ✓ Resourceful and curious – you aren't limited by what the seems easy or obvious
- ✓ Prioritise and manage time appropriately, able to work under pressure and to fluid and set deadlines
- ✓ Able to communicate clearly and confidently across all channels
- ✓ At least 1 year of project management experience
- ✓ Good knowledge of business operations and terminology
- ✓ Comfort with manipulating, analysing, and visualising data sets
- ✓ Excellent ICT skills, especially proficient in Office365 and using Teams to communicate and collaborate
- ✓ Respect and promote the company's ethos and values
- ✓ Passionate and demonstrably committed to improving the lives of young people
- ✓
- ✓

THE ROLE

DESIRABLE PERSON CRITERIA

-  Familiarity with agile methodologies
-  Technology consulting experience
-  Familiarity with MS Dynamics 365, PowerBI, and Power Automate
-  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!

£27,238.00 to £33,580.00

35 hours per week

08:30-16:30

33 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

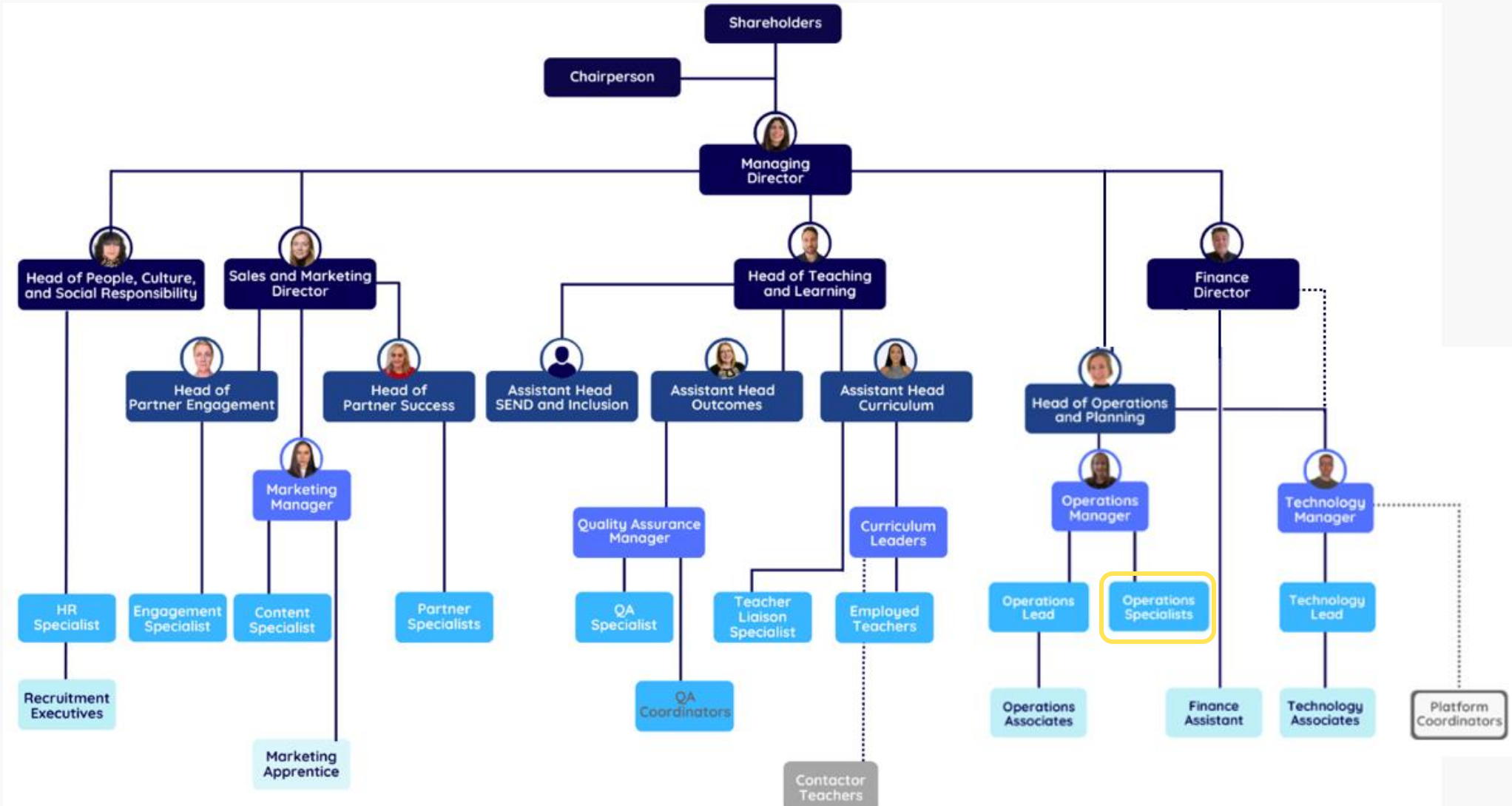
Pension contribution

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



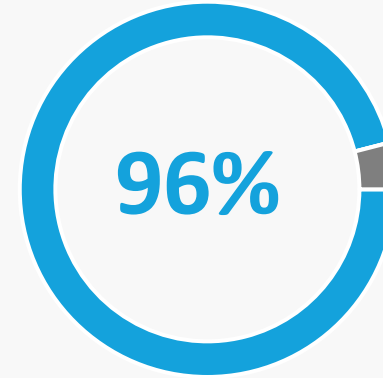
Are satisfied working at Tute



Have confidence in SLT



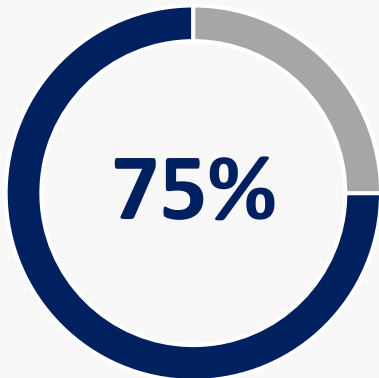
Feel respected as an employee



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.

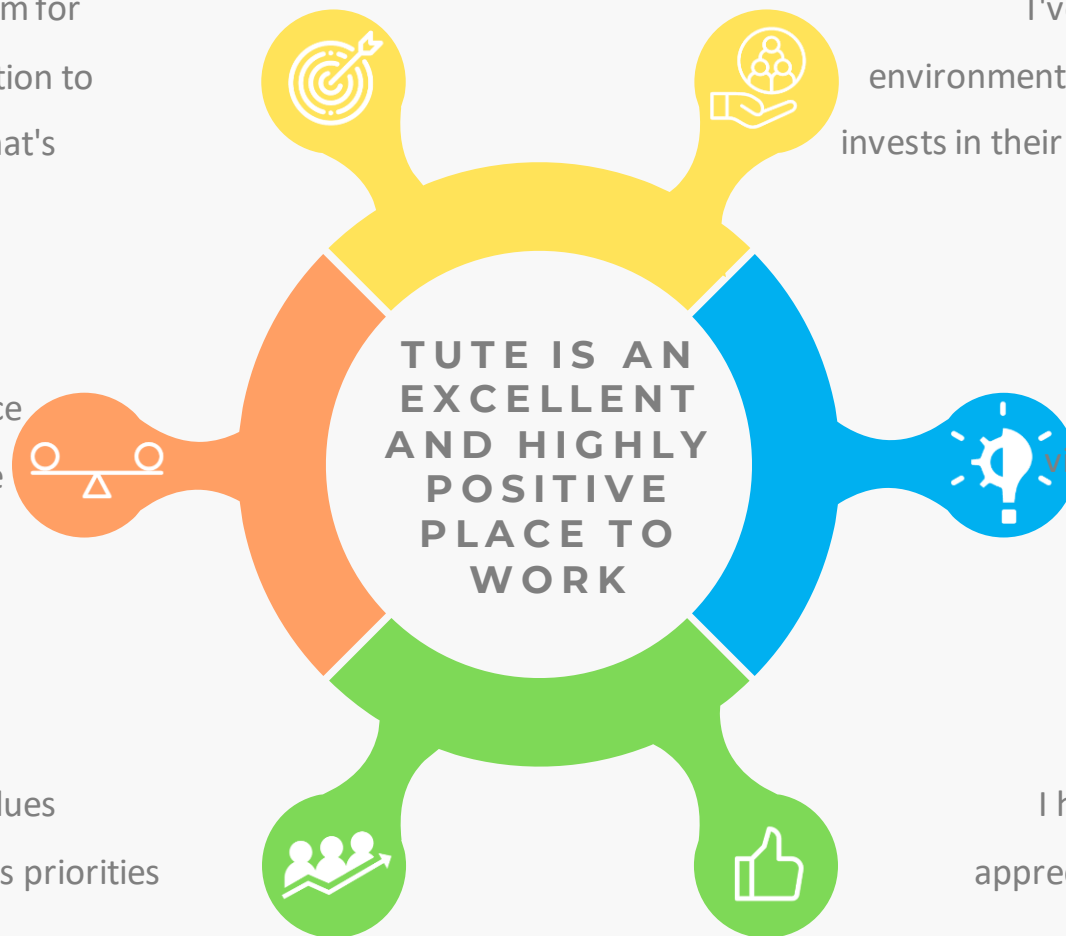
The flexibility is a game-changer. I can balance family life while pursuing my passion. It's the perfect blend of work and life.

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.