



# TECHNOLOGY LEAD

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 with our unwavering dedication to superior education and support for our students and partners, we are advancing our technology strategy. This strategy includes the introduction of a pivotal role: the technology lead. This role is the linchpin for ensuring that our technology initiatives align with our goals, reflecting the centrality of tech in our operations. We're seeking a leader to guide a driven and compact team within our broader operations department. The ideal candidate will not only address our current tech needs but will also work closely with the technology manager to enhance our unique platform and cloud infrastructure, supporting the expanding needs we face.

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!



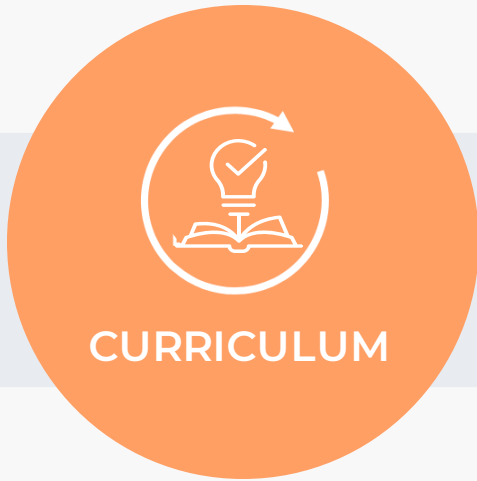
**Sophie Eaglesham**

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.



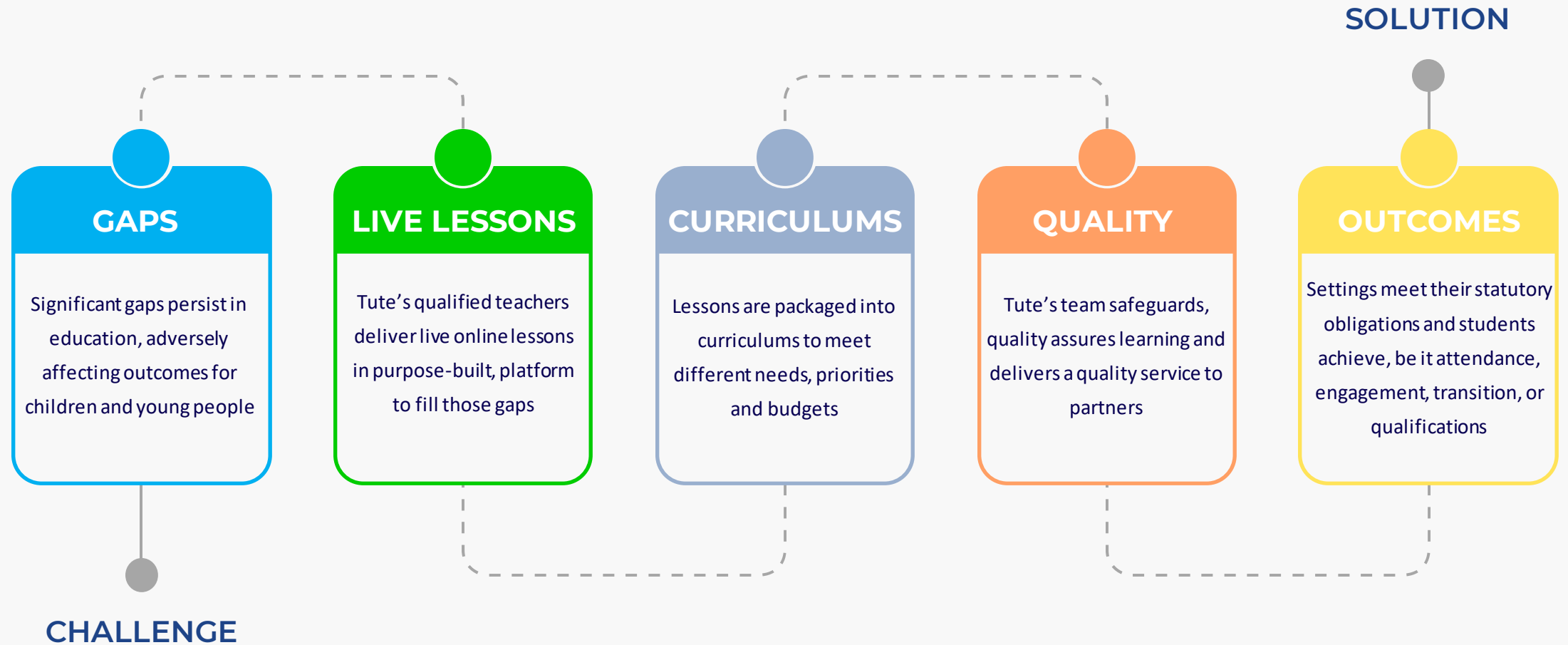
Become the first-choice online **teaching partner** to schools, LAs, and non-mainstream settings



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<sub>52 employed</sub>

4,778

253<sub>130 new</sub>

40,918

REVENUE

TEAM

STUDENTS

PARTNERS

LESSONS

+40%

178<sub>70 employed</sub>

5,000

295<sub>130 new</sub>

53,933

2023 - 2024

# THE ROLE

## JOB PURPOSE

At Tute, we're on a transformative path to democratise education through innovative technology, and we're inviting an exceptional tech lead to support our technology team to new heights. This vital role, reporting directly to our technology manager, is a unique opportunity for someone poised to step into management and who is eager to take on new projects that enhance both our internal processes and our external offerings.

Your expertise in 1st and 2nd line tech support will play a pivotal role in ensuring seamless operational and technical support. As a key member of our support infrastructure, you will serve as an escalation point for 2nd line technology associates, leveraging your deep understanding of systems and networks to swiftly resolve issues that may hinder engagement with our service. Your responsibilities will include managing cases, queues, and phone rota, all while ensuring that key performance indicators (KPIs) and service level agreements (SLAs) are consistently met. You will be instrumental in ensuring that every member of our team has access to the necessary hardware and software, while also contributing to ongoing improvement projects for our cloud-based professional tools, such as InTune.

While your primary focus will be on providing exceptional 1st and 2nd line technical support, you'll also have the chance to gradually expand your expertise into current and emerging technologies. Under the guidance of our technology manager, you'll learn about areas such as cybersecurity, cloud infrastructure, and the potential applications of AI and ML in supporting our mission. This aspect of your role offers a pathway for growth, enabling you to contribute more broadly over time.

# THE ROLE

...JOB PURPOSE, CONTINUED

Collaborating closely with the technology manager on platform and project initiatives, your role includes supporting platform and project initiatives, primarily through user acceptance testing (UAT), requirements gathering, and other foundational tasks. Additionally, you will work alongside our operations specialists on tech-enabled efficiency projects, demonstrating your adaptability and versatility in handling ad hoc administrative or project-related tasks.

Your success in this role will be supported by your confident leadership ability and enthusiasm for bolstering these skills. An interest in people development, CPD, and coaching will be integral to nurturing a high-performing team. Your positive, resilient, can-do attitude, which you model continually for your team, will foster an environment of productivity and collaboration. Outstanding organisational skills with a keen eye for detail will ensure that tasks are completed efficiently and accurately. Your unflappable demeanour, especially in the face of challenging support tickets and calls, will inspire confidence and trust among your team and our clients.

Above all, you will respect and promote the company's ethos and values, being passionate and demonstrably committed to improving the lives of young people. At Tute, we're not just building a team; we're nurturing a community that believes in the power of education. If you're ready to take this pivotal step in your career and contribute to a cause that extends beyond the conventional boundaries of technology, we'd love to hear from you.



# THE ROLE

KEY RESPONSIBILITIES

## Technical support management

Support 1st line and directly manage 2nd line technical support operations, ensuring seamless operational and technical assistance

Oversee case management, queues, and phone rota to maintain efficient support workflows

Ensure compliance with key performance indicators (KPIs) and service level agreements (SLAs) to meet customer satisfaction goals

## Infrastructure and resource management

Ensure every Tute staff member has access to necessary hardware and software for optimal performance

Contribute to ongoing improvement projects for cloud-based professional tools, such as Instep

Manage resources effectively to support scalable growth and operational efficiency

## Technology learning and development

Expand expertise in current and emerging technologies, including cybersecurity, cloud infrastructure, AI, and ML

Engage in continuous learning under the guidance of the technology manager to enhance technical capabilities

Identify opportunities for technology adoption and innovation to support organisational objectives



# THE ROLE

KEY RESPONSIBILITIES

## Project support and collaboration

Collaborate with the technology manager on platform and project initiatives, facilitating user acceptance testing (UAT) and requirements gathering

Support tech-enabled efficiency projects in collaboration with operations specialists, demonstrating adaptability and versatility

Contribute to ad hoc administrative, data reporting, or project-related tasks as needed to ensure project success

## Leadership and team development

Provide confident leadership, fostering a high-performing team environment

Support team members' professional development through coaching, continuous professional development (CPD), and skill enhancement

Model a positive, resilient, can-do attitude to inspire productivity, collaboration, and confidence among the team

## Values alignment and community building

Promote and embody the company's ethos and values, demonstrating a passion for improving the lives of young people through education

Nurture a sense of community within the organisation, fostering a culture of shared purpose and collaboration

Contribute to the broader mission of Tute by extending beyond conventional boundaries of technology and embracing a holistic approach to education

# THE ROLE

## ESSENTIAL PERSON CRITERIA

-  An aptitude for taking charge, inspiring those around you, accepting responsibility, and you are enthusiastic about strengthening these skills
-  An interest in people development, CPD, and coaching, for yourself and for your team
-  A positive, resilient, can-do attitude which you model continually for your team, especially in the face of tricky support calls
-  Outstanding organisational skills with a meticulous eye for detail; able to juggle competing priorities for yourself and your team
-  A minimum of 2 years' technical support experience, including tech fleet management
-  Exceptional customer support skills across all communication channels
-  Confident data analysis skills, including visualisation and an understanding of how data infrastructure is managed
-  Some project management experience, and interest in developing these skills
-  Familiarity with tech product/platform management practices (UAT, etc.)
-  Good knowledge of business operations and terminology
-  Respect and promote the company's ethos and values
-  Passionate and demonstrably committed to improving the lives of young people
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# THE ROLE

## DESIRABLE PERSON CRITERIA

-  Educated to degree level or holder of advanced technical certifications
-  Formal, professional management experience
-  Familiarity with agile methodologies
-  Experience of working in an education setting
-  Proficient in reading, writing, and speaking Welsh
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# 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

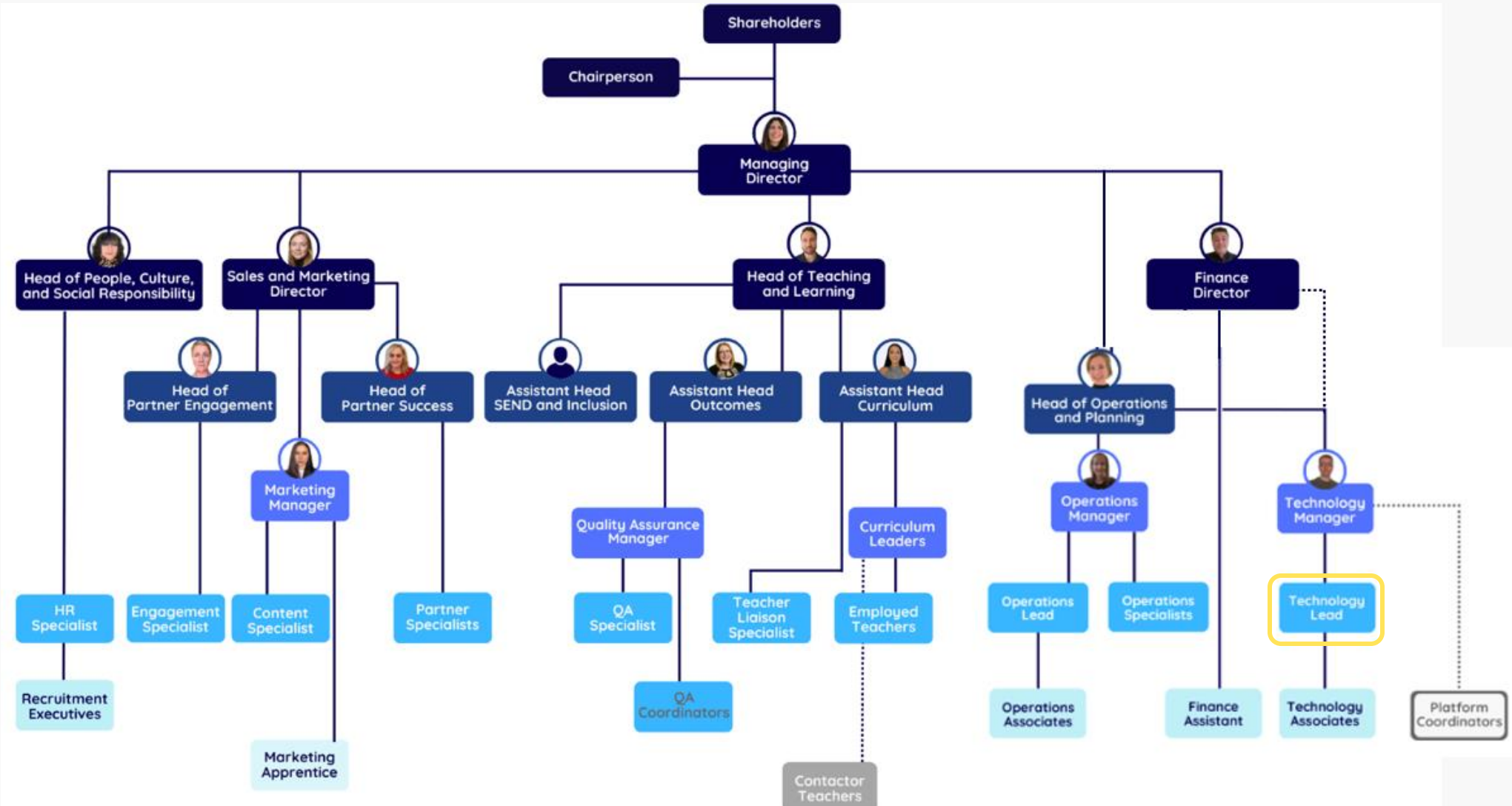
Pension contribution

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



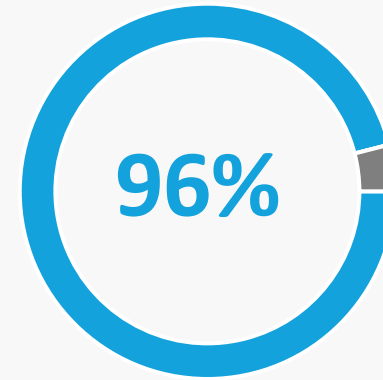
Are satisfied working at Tute



Have confidence in SLT



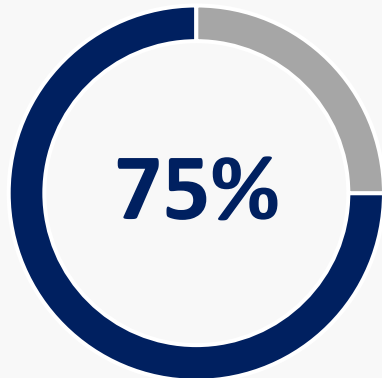
Feel respected as an employee



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

WHAT TUTE DOES WELL FOR ITS TEAM



“ The support network and collaboration within the team are exceptional. It's not just a workplace; it's a community of like-minded individuals who genuinely care about each other's success. ”



# 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.

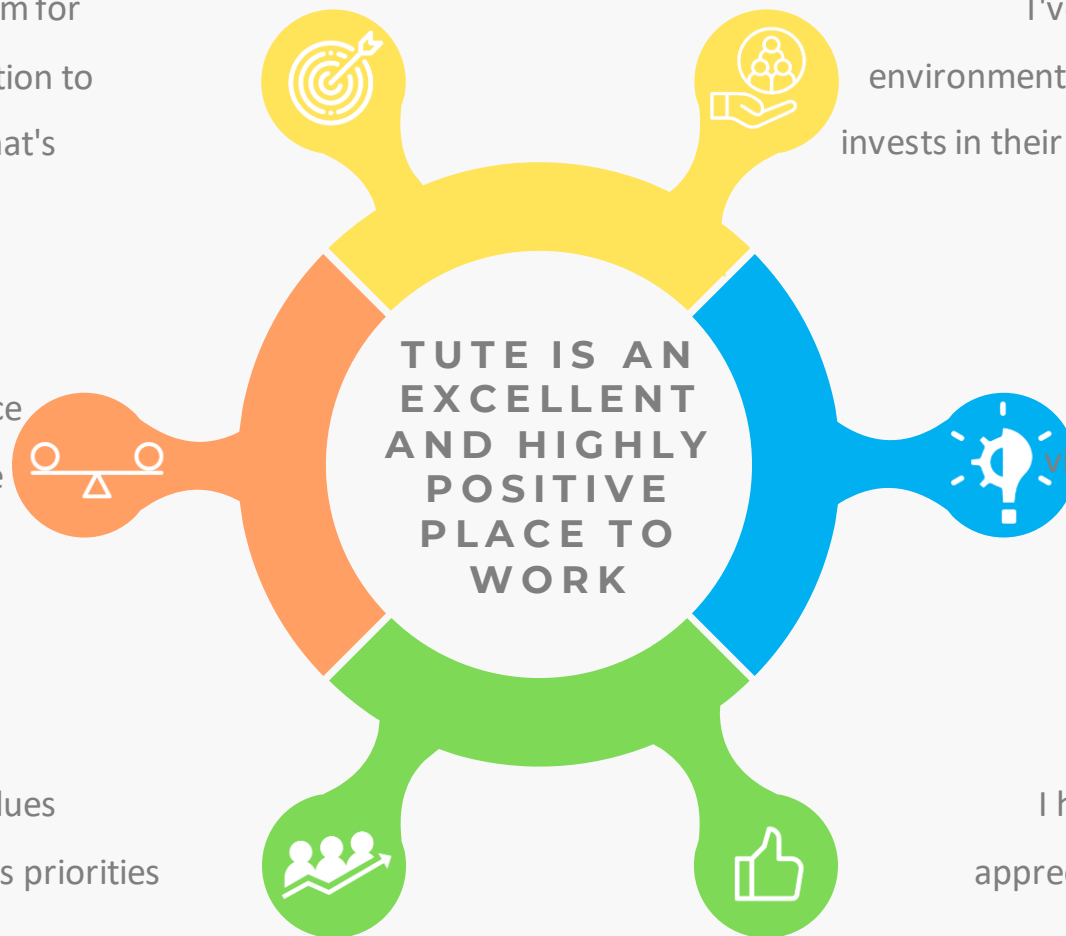
The flexibility is a game-changer. I can balance family life while pursuing my passion. It's the perfect blend of work and life.

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**

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

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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.