

<b>Job title</b>	Quality Assurance Specialist
<b>Contract</b>	Full-time, Maternity cover (12 Months)
<b>Start date</b>	1 September 2024
<b>Reporting to</b>	Quality Assurance Manager
<b>Hours</b>	35 hours per week 08:30 - 16:30
<b>Holidays</b>	25 days, plus 8 bank holidays per annum
<b>Location</b>	Chester Business Park - 5 days a month, work from home rest of the time (fully remote positions considered)
<b>Salary</b>	£31,222 - £36,636 per annum
<b>Closing date</b>	1 July 2024 12:00

## 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 200 members, with 115 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 further next year.

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's Quality Assurance Specialist will be at the forefront of ensuring the delivery high impact teaching and learning through quality assurance practices aligned with our vision to create a world when online

learning enables any child, anywhere to achieve their potential. We are dedicated to maintaining our highest standards of education, and this role provides a hand on opportunity to be and instrumental in this.

Tute's quality team consists of a quality manager, quality specialist and quality coordinators, who are employed teachers and hold the additional responsibility alongside their teacher roles. This year we have completed over 2000 assessments of over 150 teachers. With plans to deliver an additional 15,000 lessons next year the Quality Assurance Specialist will play a vital role in ensuring Key Performance Indicators (KPIs) are met and outcomes further align our service with the needs of students, resulting in outstanding learning experiences and ongoing teacher support.

Playing a pivotal role conducting quality assurance checks, including lesson observations and learning walks, the Quality Assurance Specialist will provide timely feedback, embrace a post-observation coaching model and quickly foster strong, trustful relationships with teachers. Meeting weekly quality targets will be key objectives in this role. A strong proficiency in effective pedagogical strategies to drive exceptional student progress and engagement within an online learning environment is crucial.

Reporting to the Quality Manager, the role involves input to analyse data, recognise trends and identify areas for improvement in teaching and learning. Regular reports on quantitative and qualitative outcomes against established KPIs will be compiled to inform best practice, identify risks and propose effective solutions to mitigate them. Your voice will truly matter here; you'll be valued and respected as an integral part of our team. We pride ourselves on being a cohesive, supportive team that cultivates a culture of genuine collaboration.

Tute's quality team is a driving force behind our commitment to delivering high-quality learning experiences for students. This role will be active in the personal and professional development of our teachers, advancing their skills and strategies to ultimately improve student outcomes. This is a chance to make a significant and lasting impact on our success, all while making a difference to the lives of children and young people.

## Key responsibilities

### Quality assurance

- Complete weekly quality assessments using robust frameworks and matrices.
- Ensure a high-quality learning experience is being provided for Tute's students.
- Report quantitative and qualitative quality outcomes to the Quality Manager.

### Observations and feedback

- Support teacher professional development through effective lesson observations.
- Provide clear, actionable and timely feedback to the teaching team through coaching techniques.
- Share best practice with the whole team.

### Administrative skills

- Maintain a keen attention to detail to uphold quality standards.
- Manage workload effectively and efficiently to meet deadlines.
- Utilise excellent literacy and numeracy skills for accurate reporting.

### Collaboration and communication

- Identify training needs, develop relevant training programs, and provide ongoing support to teachers in order to improve instructional practices.

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- Collaborate with customer account managers to ensure that customer needs and expectations are met.
- Communicate effectively with internal stakeholders to foster understanding and alignment with quality objectives.

## Relationships

- Build and maintain strong, trustful relationships.
- Encourage input from teachers when agreeing areas for development.
- Schedule regular meetings to assess progress.

## Skills, qualifications, and qualities

Criteria	Essential	Desirable
Knowledge, understanding and commitment to safeguarding and promoting the welfare of students	X	
Proficiency in conducting thorough and objective lesson observations	X	
Experience in providing feedback and coaching, particularly to teachers through a post-observation coaching model.	X	
Ability to develop personalised professional development plans for teachers based on their individual needs and goals.	X	
Strong understanding of student-centred learning	X	
Exceptional communication, interpersonal and relationship building skills	X	
Experience working in a collaborative team fostering a positive and growth-oriented environment.	X	
Experience of quality assurance against defined frameworks	X	
Ability to stay current with research and trends in educational coaching and provide innovative and evidence-based coaching approaches.	X	
Respect and promote the company's ethos and values	X	
Be an innovative, flexible, and reflective individual with a can-do attitude	X	
Prioritise and manage time appropriately, able to work under pressure and to deadlines	X	
Excellent ICT skills, especially proficient in Office365	X	
Excellent administration skills	X	
Excellent record of attendance and punctuality	X	
Motivated to make a difference to the lives of children and young people	X	
Experience of using Teams as a communication and collaboration tool (or a willingness to learn quickly!)	X	
Easy to work with!	X	
Attendance at the Tute office 5 days a month		X

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At least 2 years' teaching experience		X
Experience of online learning		X
Experience in a range of education settings		X
Proficient in reading, writing, and speaking Welsh		X
		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 the closing date

**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.

