

Educator Talent Solutions division - Fleet Education Services

Job description

Job title	Tuition Consultant
Job level	<i>Individual Contributor</i>
Line manager	<i>Tuition Manager</i>
Contract type	<i>Permanent/Fixed Term</i>
Working pattern	<i>Full time/Part time</i>
Salary	<i>£23,846 + £5,000 OTE</i>

I. Job purpose

The Tuition consultant's key purpose is to recruit and deploy Educators within a geographical region to provide education programmes for our clients within the public sector. This role is central to meeting the needs of both our Educators and Clients.

The role plays a key part in Fleet Education Services' commitment to support national tutoring efforts for disadvantaged children.

II. Main responsibilities

Operational responsibilities	<p>Business Performance</p> <ul style="list-style-type: none"> • Understands the business objectives in relation to delivering tuition services and drives results in line with this • Understands the rationale, objectives, and expectations of tuition delivery to local authorities, schools, MATs and/or the National Tutoring Programme • Has a clear and detailed understanding of our products and services • Provides effective feedback to Tuition Managers and Senior Management in relation to the tuition services • Has full working knowledge of the technology platforms to be used to manage tuition programmes (namely RDB, STEPS, Online Tuition Platform) <p>Tutor Management</p> <ul style="list-style-type: none"> • Sources new and upskills existing educators to undertake tuition opportunities • Supports the vetting team in managing the eligibility and vetting requirements of tutors to ensure they are suitable for work • Transitions Educators into employment with clients • Maintains contact with tutor base to enable effective deployment • Responsible for the effective utilisation of tutors • Successfully manages the induction of tutors, including professional development courses and thorough briefing on roles and responsibilities • Manages any tutor absenteeism clearly and effectively
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	<p>Client Management</p> <ul style="list-style-type: none"> Effectively matches new jobs with relevant tutors for tutoring programme placements Liaises with senior leaders (schools) and case workers (Local Authorities) to structure tuition programmes in line with the requirements of the client and/or parent/carer Be the first point of contact for client queries and communication related to service delivery Markets and sells tuition services and tutors to relevant new and existing clients within an allocated geographical area Works with the Business Development team to promote tuition programmes to MATs and Local Authorities via meetings, presentations, and webinars Utilises relevant sales tools to drive tuition services (e.g., Dashboard, Website, Marketing Assets) <p>Quality and Compliance</p> <ul style="list-style-type: none"> Ensures all areas of the business are carried out in line with Company policies, procedures, quality standards and values Ensures that the highest levels of safeguarding and child and vulnerable adult protection are maintained at all times in line with our Safeguarding Policy and in line with Keeping children safe in education national guidelines Ensures that the high-quality service provided to our clients and educators is upheld and maintained at all times
<p>People and Culture</p>	<ul style="list-style-type: none"> Adopts and supports paramount principles of equity, diversity, and inclusion which value individual differences Takes personal responsibility for driving own learning and development Meaningfully engages with and works collaboratively with their team Acts as an ambassador of Company values Supports and contributes to a culture of continuous growth and improvement Contributes to and maintains an inclusive and supportive environment towards colleagues and key stakeholders

III. Key stakeholders:

- Other Tuition Consultants
- Tuition Managers
- Head of Service Delivery
- Business Development Executives
- Education Advisors
- Vetting and Compliance team
- Educator Experience division
- Central Services teams (SEG People, IT, Marketing, Payroll, Finance)

IV. Person specification

Background and experience	<ul style="list-style-type: none"> • Education sector background/experience • Tuition and/or school educator experience desirable but not essential • Customer service experience desirable but not essential • Previous experience managing a busy sales desk desirable but not essential • A strong passion for education and the difference it can make in the world •
Skills, abilities, and knowledge	<ul style="list-style-type: none"> • Good knowledge of the education sector • Strong communication skills • Able to work independently with high levels of personal motivation and drive • Ability to multi-task, and work both proactively and reactively • Good commercial acumen • Business management mindset, you think logically through stages of activities, you plan, deliver and follow-up • Well organised and good time management • Detail conscious • Competent user of IT systems and programmes
Competencies and behaviours	<ul style="list-style-type: none"> • Customer Focused • Calm, measured and professional • Highly credible ambassador for the Company and its values • Enjoys teamwork and working collaboratively • Flexible and willing to adapt to change • Results orientated • Resilient • Ambitious and committed to personal and career development