

## Educator Talent Solutions division - Fleet Education Services

### Job description

<b>Job title</b>	<b>Tuition Manager</b>
<b>Job level</b>	<i>Manager</i>
<b>Line manager</b>	<i>Head of Service Delivery</i>
<b>Contract type</b>	<i>Permanent</i>
<b>Working pattern</b>	<i>Full time/Part time considered</i>
<b>Salary</b>	<i>Full time £33,770 + OTE £10,000</i>

#### I. Job purpose

The Tuition Manager role provides post holders with the opportunity to take ownership of a geographical area and lead a team to success in fulfilling education programmes through a network of high-quality educators.

It is a demanding and rewarding role with many facets, requiring a strong ability to drive high performance through being a leader, an expert, a coach, and a mentor. It involves working collaboratively with other leaders and managers that support, drive, and deliver results as a strong management team.

#### II. Main responsibilities (note N/A where category does not apply)

<b>Operational responsibilities</b>	<p><b>Managing Growth &amp; Quality</b></p> <ul style="list-style-type: none"> <li>• Ensures that the business performance of the geographical region consistently meets budget, targets, initiatives, and KPIs set by the Head of Service Delivery</li> <li>• Generates, analyses and reports on key data about the area and consultant's performance</li> <li>• Ensures that any deviations from company targets are addressed in a timely and effective manner</li> <li>• Achieves and maintains a clear and accurate understanding of the tuition market and the general education market</li> <li>• Ensures that the area secures and maintains a balanced portfolio of existing and new clients and business mix in line with company expectations</li> <li>• Working with the Business Development team, drives an evolving list client targets and collaborates to support the implementation of these plans</li> <li>• Drives a high performing team that pro-actively develops growing levels of tuition services in schools and local authority services</li> <li>• Works with team members and Marketing to ensure regular, quality company marketing is created and distributed through a targeted and focused approach</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ensures all areas of the business are carried out in line with Company policies, procedures, quality standards and values</li> <li>• Ensures that the highest levels of safeguarding and child and vulnerable adult protection are maintained at all times in line with our <b>Safeguarding Policy</b> and in line with <b>Keeping children safe in education national guidelines</b>; ensures all direct reports are familiar with and follow this policy as well as national safeguarding and protection guidelines</li> </ul> <p><b>Managing Tutors</b></p> <ul style="list-style-type: none"> <li>• Ensures that all staff in the team have appropriate skill and knowledge to clear and place relevant and quality tutors in line with company expectations</li> <li>• Regularly reviews the tutor database to ensure that all tutors are being utilised in the most effective manner and in line with company expectations</li> <li>• Works with the Marketing, QA and Educator Experience teams to ensure that all tutors receive the best possible service that reflects the values of the Company and secures their long-term loyalty</li> </ul>
<p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>• Adopts and supports paramount principles of equity, diversity, and inclusion which value individual differences; contributes to and maintains an inclusive and supportive environment towards colleagues and key stakeholders</li> <li>• Provides leadership and inspiration to teams demonstrating our core values of collaboration, integrity, accountability, aspiration and agility</li> <li>• Line Manages a team of Tuition Consultants – responsible for effective recruitment, onboarding, performance management and professional development</li> <li>• Manages targets in-line with business objectives, area targets and individual professional development</li> </ul>
<p><b>Change management/leading innovation</b></p>	<ul style="list-style-type: none"> <li>• Champions a culture of continuous growth and improvement</li> <li>• Fosters an environment where people can trial new approaches and learn from mistakes without fearing blame</li> <li>• Takes personal responsibility for driving own learning and development</li> </ul>

**III. Direct Reports**

- Tuition Consultants

**IV. Key stakeholders:**

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

## V. Person specification

<b>Background and experience</b>	<ul style="list-style-type: none"> <li>• Educated to degree level in a relevant discipline or equivalent experience</li> <li>• Management knowledge and experience with demonstrable abilities to build and develop high-performing recruitment/sales teams</li> <li>• Experience in the education sector would be desired but not essential</li> <li>• Management qualification would be preferred</li> <li>• A strong passion for education and the difference it can make in the world</li> </ul>
<b>Skills, abilities, and knowledge</b>	<ul style="list-style-type: none"> <li>• Advanced interpersonal skills, including strategic influencing/negotiation skills with the ability to relate to and communicate effectively</li> <li>• Proactive networker, internally and externally; talented business developer</li> <li>• Ability to convey and engage individuals and teams with a compelling vision for growth and innovation</li> <li>• Ability to multi-task, reorganise priorities, and work both proactively and reactively</li> <li>• Strong commercial acumen with good financial planning/budgeting abilities</li> <li>• Commitment to personal and staff development</li> <li>• Comprehensive knowledge of relevant legislation, in particular recruitment, education, and employment</li> <li>• Awareness of the current issues affecting the education sector and talent management</li> <li>• Competent user of IT systems and programmes</li> </ul>
<b>Competencies and behaviours</b>	<ul style="list-style-type: none"> <li>• Customer focused</li> <li>• Performance driven and results orientated</li> <li>• High-level of commitment to and an unwillingness to compromise on quality of delivery</li> <li>• Calm, measured and professional</li> <li>• Highly credible ambassador for the Company and its values</li> <li>• Flexible and willing to adapt to change</li> <li>• Resilient</li> <li>• Ambitious and committed to personal and career development</li> <li>• Consistently role models our core values of collaboration, integrity, accountability, aspiration and agility</li> </ul>