

Job Title: International Membership Executive

Contract type: Full time, Permanent

The Council of British International Schools (COBIS) is looking to appoint an International Membership Executive to join the COBIS Executive Team from November 2021.

COBIS is a premier global membership association representing over 400 member organisations - around 250 high quality British international schools and over 150 commercial organisations. Our schools are leaders in innovation, providing a high-quality education and leading the way in British education in over 75 countries worldwide. COBIS exists to represent and support its member schools - their leaders, governors, staff and students - and the delivery and export of quality British education by:

- Representing member schools with the British and overseas Governments, educational bodies, and the corporate sector through a range of lobbying and networking activities
- Delivering world class quality assurance and external validation against stretching and robust Standards as set out in the COBIS Patron's Accreditation and Compliance system
- Providing effective professional development for all members of the school workforce including senior leaders, governors, teachers and support staff
- Delivering challenging, engaging and inspiring inter-school COBIS student competitions
- Facilitating, coordinating and supporting professional networking opportunities
- Supporting safeguarding, child protection and safer recruitment and employment practices
- Providing access to information about trends and developments in UK education
- Nurturing talent and promoting career opportunities within the global COBIS network

In addition, COBIS raises the profile of commercial Supporting Associates by introducing them to COBIS schools and promoting them as exporters of educational resources, products and services via the COBIS website and other channels. COBIS is also recognised by the UK Department for International Trade as a 'Trade Challenge Partner'.

The work of COBIS is led by the CEO and an elected Board which consists of serving COBIS Headteachers, Governors and School Inspectors. COBIS works with a wide range of educational stakeholders internationally and within the UK.

The COBIS network is a dynamic, innovative and forward-thinking group of schools and companies, eager to network and learn from one another. The students in our schools are challenged through a vibrant, diverse curriculum which has British ethos and values at the heart. **If you are looking to work with inspiring leaders and school communities, we want to hear from you.**

To find out more about the global reach, role and function of COBIS visit www.cobis.org.uk

Job Purpose:

The International Membership Executive will support the delivery of a high-quality membership experience for COBIS school members and Supporting Associates around the world. They will be responsible for administrative duties that support the engagement of members across the full range of COBIS services. They will also support the production of communication and marketing materials and be a vital figure liaising with the COBIS network to deal with member queries.

Membership responsibilities:

- **Supporting new member joining administration:** To be responsible for setting up schools and Supporting Associates on the COBIS backend system (constituent manager) upon joining. To support the sending of membership documents to new and renewed members.
- **Website administration:** To lead on setting up new Member Area accounts and dealing with forgotten password requests. To ensure accuracy of member information on the website and be the designated point of contact for any changes.
- **CRM administration:** To support with updating member contacts on the COBIS customer relationship management system (on the CRM 'Arlo'; training will be provided), and running reports where required.
- **Digital Workbook (DWB) administration:** To support with forgotten password requests and other administrative tasks.
- **Accreditation administration:** To support with documentation requirements and associated administration.
- **Supporting Associate application administration:** To be responsible for reference checking, liaison with Supporting Associates to ensure the correct documentation is submitted, and responding to questions as required.
- **Supporting Associate newsletter:** To encourage and manage submissions, compile the shortlist, and respond to queries from Supporting Associates as required.
- **Supporting Associate of the Year administration:** To assist with the collating of entries and management of the process.
- **Membership Acquisition support:** To support the Membership and Engagement Manager to deliver the New Member Acquisition strategy.
- **ConnectED administration:** To support the delivery of COBIS' online networking sessions (ConnectED), including pre and post-event emails as needed, setting up registration links, note taking during the sessions and writing up summaries post event.

Customer Service responsibilities

- To provide outstanding customer service at all times, including responding to enquiries in a timely and professional manner.
- To actively promote and support the COBIS commitment to safeguarding, child protection and the welfare of children, young people and adults
- To maintain a working environment in which equity, inclusivity and diversity is respected and responded to, and equality of opportunity is promoted
- To ensure a positive image to customers and other individuals and organisations and to promote the COBIS brand, activities and services by whatever means are appropriate and available.
- To attend the COBIS Annual Conference in London, in May and to provide support as required

These are the key tasks as currently defined. They are not listed in priority order and the successful candidate will be expected to take on such variations as are reasonable for this level of responsibility.

PERSON SPECIFICATION

Essential

1. To be highly proficient in literacy and numeracy and have excellent ICT skills with the ability to use with confidence, office ICT software packages, including Excel and Outlook.
2. To have strong administration and organisational skills.

3. To have excellent interpersonal and communication skills and experience building positive relationships.
4. To be able to work effectively with stakeholders connected to schools, colleges, universities, government departments and organisations within the Education Sector.
5. To have proven ability to prioritise and manage time effectively and be able to adapt and respond flexibly to the unexpected.
6. To be committed to safeguarding, child protection and promoting the welfare of children, young people and adults and to engage in associated continual professional development in this area. Training will be provided.
7. To be able to work as part of a team but comfortable to sometimes work alone and proactively manage own workload in a fast-paced environment.
8. To be a fast learner who is able to quickly pick up and apply knowledge and skills.

Desirable

1. To be educated to degree level or equivalent.
2. Previous experience in a comparable administrative or customer service role.

Remuneration and Conditions of Service

- The post is available from November 2021
- Salary package is £23,000 per annum. The position is considered a full-time position.
- Working hours/days are 9:00-5:00 with a half hour for lunch, but flexibility around hours would be considered.
- The candidate will be required to attend the COBIS Annual Conference and Committee meetings which take place over 4 days in London in May
- Holiday entitlement of 25 days per annum plus statutory bank holidays
- Access to pension scheme in line with pension regulations. COBIS employee pension contribution is at 5% of salary
- Access to medical insurance and Employee Assistant Programme
- Candidates must be eligible to work in the UK

COBIS Safer Recruitment Procedure

Candidates must be willing to undergo a safer recruitment check (the International Child Protection Certificate). If appropriate to the role, an ICPC check will be requested if an applicant is offered a contract of employment. All COBIS staff are required to undertake safeguarding and child protection training.

At least two professional references, both written and verbal, will be sourced from current and former employers as appropriate. All referees will need to be current or former line managers

COBIS Staff Structure and Place of Work

COBIS staff continue to work remotely currently due to the pandemic. The Membership Executive will be based at the COBIS Head Office, but with occasional home working. The office is currently located in: Russell Square, Bloomsbury in Central London.

In addition to the Membership and Engagement Manager, the COBIS staff structure consists of the CEO, EA to the CEO, COO, Deputy CEO/Director of Professional Development, Director of Accreditation, Director of Finance, 1 Assistant Director of Accreditation, 2 Managers: Communication and Membership, 4 Officers: Accreditation, Student Engagement, Events and Safeguarding plus 3 Executives: Finance, Communications and Events. The COBIS team works closely with the COBIS Chairman, elected members of the Board, consisting of serving COBIS Headteachers, Governors and School Inspectors and other colleagues within the global network who host conferences, training and student events throughout the year.

Equal Opportunities

COBIS is committed to equal opportunities and non-discrimination on grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. COBIS aims to ensure equality in recruitment and employment. We are a welcoming team who focus on the quality of our work and the wellbeing of our team members. We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support for staff of all backgrounds.

Application Procedure

All candidates wishing to be considered for the post are required to submit the following two documents:

1. A covering letter/supporting statement (maximum of 600 words), addressed to the COBIS CEO, Colin Bell, explaining their interest in, and suitability for the post, referring to the job description and person specification
2. CV, plus the names and contact details of two professional referees

Completed applications are to be submitted by email to:

Mrs Rosie Perry-Sleeman, EA to the CEO - rosie.perry-sleeman@cobis.org.uk

If you have any questions about the position or the role and function of COBIS, please contact Margaret Garrard, COO on +44 203 826 7190.

Closing Date: 29th November 2021