

Job Title: Global Membership Administrator**Contract type:** Full time, 2-year fixed term**Job Purpose**

This is a rewarding and varied role working with an international network of schools and educational suppliers. As Global Membership Administrator, you will work in the best interests of the COBIS membership, effectively liaising with existing and prospective school members and suppliers. You will also be responsible for a range of administrative duties to help COBIS deliver high-quality services.

About COBIS

The Council of British International Schools is a global membership association formed of 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.

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.**

COBIS as an association exists to represent and support its member schools and the export of quality British education by:

- Representing member schools through a range of lobbying and networking activities
- Creating networking opportunities for members to connect across the globe
- Delivering world class quality assurance
- Providing professional development and training for all members of the school workforce
- Delivering inspiring inter-school COBIS student competitions
- Supporting safeguarding, child protection and safer recruitment practices
- Providing access to information about trends and developments in UK education
- Nurturing talent and promoting career opportunities within the global COBIS network
- Raising the profile of commercial Supporting Associates within our school network and promoting them as exporters of educational resources, products and services via the COBIS website and other channels.

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

Responsibilities include:

- To liaise with existing and prospective members in person, by video call, telephone or email
- To provide outstanding customer service at all times, including responding to enquiries in a timely and professional manner
- To support the distribution of membership documents to new and renewed members
- To ensure accuracy of member information on the COBIS website and be the designated point of contact for any changes
- To support with updating member contacts on the COBIS customer relationship management system (CRM database)
- To encourage and manage submissions for the Supporting Associate newsletter, and respond to queries from Supporting Associates as required
- To support the Membership and Engagement Manager in new member acquisition activities, including identifying prospects, composing outreach emails, and participating in calls with prospects
- To support the delivery of COBIS' online networking sessions (ConnectED), including pre- and post-event emails as needed, setting up registration links, notetaking during the sessions and writing up summaries post event.

- 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 actively support the COBIS commitment to sustainability and our work with carbon benchmarking partners, The Planet Mark.
- 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, sales/account management or customer service role.

Remuneration and Conditions of Service

- The post is available from March 2022
- Salary package is £23,000 per annum. The position is considered a full-time position with a two-year, fixed term contract.
- 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

The Global Membership Administrator's contractual place of work will be the COBIS Head Office. However, due to the ongoing pandemic, COBIS staff continue to work remotely. Applications for flexible working are available for staff on request. The office is currently located in: Russell Square, Bloomsbury in Central London.

In addition to the Global Membership Administrator, the COBIS staff structure consists of the CEO, EA to the CEO, COO, Deputy CEO/Director of Professional Development and Research, Director of Accreditation, Director of Finance, 1 Assistant Director of Accreditation and Professional Learning, 3 Managers: Communication, Membership and Engagement, and Finance, 4 Officers: Accreditation, Student Engagement, Events and Safeguarding plus 3 Executives/Administrators: 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: 14 February 2022