



Membership Engagement Manager

COBIS (Council of British International Schools)

Membership & Engagement Team | Reporting to Director of Membership and Engagement

Start Date: Sept/Oct 2026

COBIS is seeking to appoint an exceptional relationship-focused and proactive Membership Engagement Manager to support and strengthen our growing family of schools worldwide at a pivotal time in our evolution. This is a key role with responsibility for managing member relationships, driving engagement, and ensuring strong retention and connectivity across our international community.

About the Role

As a central member of the Membership and Engagement team, you will drive the delivery of COBIS's member engagement and retention strategy, working closely with Accredited Member Schools and Associate Schools to maximise the value they receive.

You'll be responsible for:

- Managing a portfolio of Accredited Member Schools and Associate School subscribers, acting as a key point of contact
- Building strong, long-term relationships with school leaders and senior stakeholders
- Leading conversations that help schools get the most value from their membership
- Driving membership retention and renewal through clear demonstration of value and impact
- Increasing participation across COBIS services, events, and programmes
- Monitoring engagement, satisfaction, and retention data to inform decision-making
- Using insight to identify opportunities for inclusion, collaboration, growth and service improvement
- Supporting the development and evaluation of new offers and initiatives based on member needs

You will also provide day-to-day management of the Membership Engagement Executive, supporting their development and contributing to a high-performing and ambitious team.

This is a high-impact role, ideal for someone who enjoys working closely with stakeholders in a purposeful, globally-connected organisation.

About You

You are a relationship-driven professional with experience managing stakeholders and delivering value in a membership, account management, or customer-focused environment.

You will bring:

- Proven experience in building and maintaining strong relationships and delivering customer/member value
- Experience working towards retention, engagement, or customer success targets
- The ability to engage and influence senior stakeholders with confidence

- Strong organisational skills and the ability to manage multiple relationships effectively
- A data-informed approach to engagement, retention, and decision-making
- Experience supporting or managing colleagues to achieve results
- Excellent communication and listening skills, with a consultative approach
- A proactive, solutions-focused mindset and strong attention to detail
- A genuine interest in education, school improvement and working internationally

About COBIS

Now in its 45th year, the Council of British International Schools (COBIS) is a leading global membership association representing British international schools and education partners worldwide. With a network spanning over 85 countries, COBIS supports excellence in international education through quality assurance, professional development, safeguarding, and advocacy.

It plays a key role in promoting high standards, fostering collaboration across its global community, and championing the value of British education internationally.

COBIS is committed to supporting schools in delivering high-quality education and helping students thrive in a global society. Find out more [here](#).

Why Join COBIS?

At COBIS, you'll be part of a collaborative, values-driven organisation that supports quality, inclusion and innovation in international education.

This is a unique opportunity to:

- Play a central role in strengthening and supporting a global membership community which focuses on all aspects of school improvement
- Build meaningful relationships with schools and leaders around the world
- Take on management responsibility within a supportive and ambitious team environment
- Contribute to delivering an outstanding member and associate experience

Full Job Description [Here](#).

Remuneration and Conditions of Service

- Post available from September/October 2026.
- Salary package is £46,000 per annum. The position is considered a full-time position.
- Working hours/days are 09:00-17:00 with a half-hour for lunch, but flexibility around hours would be considered.
- Hybrid/remote working with a flexible working policy
- 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 (pro rata) plus statutory bank holidays
- Access to pension scheme in line with pension regulations. COBIS employee pension contribution is at 5% of salary
- Commitment to sustainability and corporate carbon measurement and reduction
- Access to medical insurance and Employee Assistance Programme
- Candidates must be eligible to work in the UK, and must be residing in the UK
- [View the COBIS Commitment to Sustainability](#)
- [View the COBIS CSR and Wellbeing Statement](#)

COBIS Safer Recruitment Procedure

Candidates must be willing to undertake a safer recruitment check. If appropriate to the role, a DBS check will be requested if an applicant is offered a contract of employment. All COBIS staff are required to undertake safeguarding training.

At least two professional references, both written and verbal, will be sourced from current and former employers as appropriate.

[View the COBIS Safeguarding Statement](#)

Place of Work

COBIS staff currently work predominantly remotely, with some working days in the COBIS Head Office and other locations. This is expected to be a hybrid role, predominantly home working, with the option to work in the Head Office and the expectation that some team meetings and events will be office based. The contractual place of work for this role will be the COBIS Head Office. The office is currently located in: Temple Chambers, Temple/Blackfriars, Central London.

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 equity 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. COBIS values diverse abilities and offers support and accommodations for various needs. [View the COBIS DEIJB Statement](#).

How to Apply

Please send your CV and a max 1-page covering letter outlining your suitability for the role, addressed to Natalie Williams, Director of Membership & Engagement, to: rosie.perry-sleeman@cobis.org.uk

Closing date: 20/07/26

First-round interviews (online): w/c 3/08/26 (dates subject to change)

Second-round interviews (in-person): w/c 17/08/26 (dates subject to change)