

## **COBIS VACANCY – MEMBERSHIP OFFICER (Maternity Cover)**

As a result of membership growth, the Council of British International Schools (COBIS) is looking to appoint a talented part-time Membership Officer to provide maternity cover until February 2017. As a valued member of the COBIS team, the Membership Officer will support the work of the COBIS Board and the growing number of COBIS members worldwide.

COBIS is a global membership association representing more than 430 member organisations consisting of more than 260 high-quality international British schools overseas and over 175 commercial organisations. COBIS Members can be found in more than 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 Government, host country ministries of education, educational bodies, and the corporate sector through a range of lobbying and networking activities
- Providing effective professional development for all members of the school workforce including senior leaders, governors, teachers and support staff
- Delivering leadership mentoring support services and professional consultancy services
- Coordinating challenging, engaging and inspiring inter-school COBIS student competitions
- Facilitating, coordinating and supporting professional networking opportunities
- Processing Disclosure and Barring Service (DBS) checks to promote 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.

COBIS is accredited by the Department of UK Trade and Investment (UKTI) as a Trade Challenge Partner. Therefore, COBIS works to raise the profile of British education and of commercial supporting members by introducing them to COBIS schools and promoting them as exporters of high quality educational resources, products and services via the COBIS website, webinars, social media, conferences, exhibitions and other channels.

In addition to a diverse and growing programme of events, inter-school student competitions, activities and professional development opportunities, COBIS members have access to a wide range of high-quality services, including leadership mentoring and consultancy. The work of COBIS, whose Patron is HRH The Duke of York, KG, is led by the CEO and an elected COBIS Board which consists of serving headteachers, governors and school inspectors.

The post holder will be responsible for the project management, delivery and development of **COBIS Membership** activities which support membership growth and services, school staff recruitment, conferences, training programmes, student competitions and events.

Serving a global membership base, the effective use of digital communications is paramount. The accuracy of web content and timely delivery of high-quality and relevant communications available to schools forms as large part of the role.

Promotion of the work of the association and the attraction of new members is also a significant component as is supporting the growing range of inter-school student activities and professional development conferences, training and events which COBIS is involved in worldwide. For example, during the last 12 months COBIS has actively supported and been represented at events in China, Germany, Greece, Kazakhstan, The Netherlands, Qatar, Romania, Singapore, Spain, Switzerland, Thailand, Turkey, Uganda and the UAE.

Working in the busy COBIS Head Office would suit an ambitious, energetic, and highly organised and client-focused individual. In addition to high standards of verbal, written and numerical articulation, the successful candidate will have an understanding of educational matters, be able to demonstrate commercial acumen and will have experience delivering high-quality customer service.

To find out more about the global reach, role and function of COBIS visit [www.cobis.org.uk](http://www.cobis.org.uk).

#### **JOB DESCRIPTION:**

<b>Job Title:</b>	Membership Officer (Maternity Cover)
<b>Reporting To:</b>	Director of Academic Development
<b>Hours:</b>	Part-time Based on 22.5 hours per week. This could be 3 days a week Flexibility exists as to the set working days
<b>Salary:</b>	Circa £30,000 pro rata Negotiable depending upon qualification and experience
<b>Term of Contract:</b>	Fixed Term Maternity cover from August/September 2016 until mid-February 2017. COBIS has the discretion to renew/extend the contract

#### **JOB PURPOSE:**

To maximise membership engagement and satisfaction. To act as a key contact for current members with responsibility to manage the online membership portal. This includes the application process for prospective new members, maintaining accurate records and membership profiles of schools and commercial supporting members plus supporting the ongoing COBIS quality assurance cycle. To pro-actively work to attract new members, to maintain high levels of membership retention and service provision. To ensure that the wide range of membership benefits are effectively promoted to all current and potential members worldwide.

## **DUTIES AND RESPONSIBILITIES:**

### **Membership**

1. To increase the number of membership applications and to be the designated point of contact to answer any queries connected to membership benefits and the application process.
2. As a member of the designated COBIS Membership Committee, manage associated documentation, be responsible for minute-taking, provide secure online access to membership applications and to coordinate feedback to schools and supporting members following the review of membership applications.
3. To work with COBIS Committee members, to manage the membership quality assurance review process. This will involve coordinating documents to be reviewed via the COBIS membership digital platform.
4. To work with the COBIS team to maximise membership engagement in the growing number of COBIS conferences, competitions, and events. These include a wide range of professional development courses and student competitions connected to debating, science, literacy, numeracy, sports and performing arts.
5. To request, collate and manage relevant information which is required to produce 'The Source' which is the annual directory of COBIS supporting members and the profile information which exhibitors are required to submit for the COBIS Annual Conference.
6. To initiate, set up and manage the completion of mandatory online training courses for prospective members. These include child protection, safeguarding and safer recruitment courses.
7. To manage and develop mutually beneficial relationships and partnerships with supporting members, schools and other organisations in the domestic and overseas education sector.
8. To work closely with the Financial Controller to ensure that membership application and subscription fees are charged at the correct level and to support members to make prompt payment.
9. To work closely with the Data and Information Officer and other colleagues to ensure that membership data is accurate.
10. To contribute to the management and development of the online COBIS CRM system to enable efficient and effective communication.

### **Operational Areas of Responsibility**

1. To liaise closely with and support other members of the COBIS team, CEO and Board in relation to marketing activities, financial administration, the management of Committees and associated development strategies.

2. To support with the management of the effective use of ICT within the office including the use of Skype, conference calls, shared 'cloud' files, databases in accordance with the Data Protection Act. These systems need to be backed up regularly.
3. To manage and update designated sections in the 'Members Area' of the COBIS website and to support with the administration of general office correspondence. To undertake general administrative duties and tasks as required.

### **Relationship Management**

1. To maintain a working environment in which diversity is respected and responded to, and equality of opportunity is promoted. To respond to all enquiries politely, quickly and efficiently whilst maintaining outstanding customer service standards.
2. 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.

*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 have an understanding of the field of education and be able to work effectively with stakeholders connected to schools, colleges, universities, government departments and organisations within the education sector.
2. Strong attention to detail and proficiency in data input on CRM databases and Microsoft Office applications, you will be able to continuously evaluate and improve on standard tasks and procedures.
3. Experience managing a membership database and editing the back end of website.
4. Have excellent verbal communication skills with the ability to engage confidently and effectively with a diverse range of stakeholders.
5. Be highly literate and numerate and have excellent ICT skills with proven ability to use with confidence, office ICT software packages, learning management platforms and databases.
6. Strong organisational skills and proven experience of planning, delivering and managing multiple tasks at once.
7. Proven commercial acumen with experience generating revenue from business development and sales.
8. Proven ability to meet agreed revenue and key performance indicator targets.

9. Proven experience building positive relationships in a commercial environment and in the delivery of outstanding customer service.
10. Proven ability to prioritise and manage time effectively and be able to adapt and respond flexibly to the unexpected.
11. Confidence to work independently and within a team and proven ability to make significant positive contributions to successful team dynamics.

#### **Desirable**

1. To be educated to Degree level.
2. To hold a professional qualification relating to data administration or information systems, marketing, and/or business development.
3. Experience working in a revenue generating membership organisation.
4. Experience working within the international schools sector.
5. Experience working for an organisation which actively promotes international British education overseas and/or an element of 'Brand UK' exports on a global scale.

#### **REMUNERATION AND CONDITIONS OF SERVICE:**

The precise details will be discussed and negotiated with the successful candidate. Depending on the skills and experience of individual candidates a degree of flexibility exists. However, as a guide:

- The post is available from August/September 2016.
- This fixed term post is to provide Maternity Cover until mid-February 2017. COBIS has the discretion to renew/extend the contract.
- The position is considered to be a part-time post for 22.5 hours per week. This could be 3 days a week. Flexibility exists as to the set working days.
- The office is open Monday-Friday 09.00-17.30. Working hours/days within that period are to be negotiated and agreed in advance with the successful candidate.
- The salary package is circa £30,000 (pro rata). This is negotiable depending upon qualification and experience. Following successful probation period, an employer pension contribution is available.
- Holiday entitlement of 25 days (pro rata) plus statutory bank holidays.
- Candidates must be eligible to work in the UK.



## **COBIS SAFER RECRUITMENT PROCEDURE**

- Candidates must be willing to undertake [Disclosure and Barring Service checks \(DBS\)](#)
- A DBS check may 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 need to be current or former line manager.

## **COBIS STAFF STRUCTURE AND PLACE OF WORK:**

The Membership Officer (Maternity Cover) will be based at the COBIS Head Office which is located at 55-56 Russell Square, London WC1B 4HP. The COBIS Board and Sub-Committees meet throughout the year on site at Russell Square.

In addition to the Membership Officer (Maternity Cover), the COBIS staff structure consists of the CEO, Director of Academic Development, Executive Assistant, Director of CPD and Research, Student Engagement and Events Officer, Communications Officer, Financial Controller, Data and Information Officer, and the International Marketing Graduate Intern. The COBIS team works closely with the COBIS Chairman, elected members of the Board, consisting of serving headteachers, governors and school inspectors and other colleagues within the global network who host conferences, training and 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.

## **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, addressed to Colin Bell, COBIS CEO explaining their interest in, and suitability for the post, referring to the job description and person specification
2. A CV including, explanations of any gaps in education/career, salary levels and the names and contact details of two professional referees. These need to be current or former line managers.

**Completed applications are to be submitted by email to:**

Catriona Lawless, PA to the CEO – [pa@cobis.org.uk](mailto:pa@cobis.org.uk)

If you have any questions about the position or the role and function of COBIS, please contact Colin Bell, CEO on 0044 203 826 7190 or email [ceo@cobis.org.uk](mailto:ceo@cobis.org.uk).

**Closing Date:** Thursday 28 July 2016 at 13:00 BST

Applicants invited to interview will be informed on Thursday 28 July 2016

**Interview Date:** Tuesday 2 August 2016

**Interview Location:** COBIS Head Office for UK-based candidates

Skype interviews may be arranged for candidates based overseas