

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	Community Engagement Manager	Reference: September 2022
Function/Department	Communications & Community Engagement	Location: AIS
Manager Title	Head of Communications & Community Engagement	
Position Type	Permanent	
Position Status	Full-time	

Position Objective

- The Community Engagement (CE) Manager is the project owner of the Retention Framework, working closely with Global Office and the AIS leadership team to identify opportunities for timely intervention, as well as develop informational campaigns to educate the community on the benefits of a long-term AIS education
- The individual will collaborate with the Communications team to develop CE initiatives and events.
- The CE Manager maintains a central source of information to enable support and ensure expected service levels. They will also ensure that effective liaison takes place for the coordination of work processes and projects with other departments. This role is to provide support and coordinate programs that will champion continuous improvement of the end to end school experience and foster customer advocacy.
- The Community Engagement Manager also manages the recruitment, training and development of the 4-strong CE team, consisting of the Community Engagement Executive, two Receptionists and Executive Assistant.

Responsibilities

Customer Retention

- Oversee the Retention Framework, utilising data-driven insights to identify win back opportunities and guide strategy implementation
- Work closely with Global Office and the AIS leadership team to align stakeholders to strategic objectives
- Support strategy implementation, working closely with Communications and Sub-Schools to launch events and initiatives
- Provide monthly and ad-hoc progress reports on on-island leaver trends and the efficacy of the Retention Framework
- Collaborate with Global Office to launch regular surveys (e.g. Pulse Surveys & Voice of Parent) and develop new approaches to obtain feedback from the community (e.g. Focus Groups). Quantify analysis of this, and highlight overall points of contention
- Ensure continuous improvement of Framework by applying quantitative data and anecdotal evidence
- Develop close relationship with AIS Parents' Association (AISPA) and facilitate bi-termly meeting with leadership team

Customer Experience

- Project an approachable and professional image in personal appearance, manner, and demeanour
- Assure prompt and positive action on all complaints, questions, concerns and suggestions, as well as conduct quality assurance follow-up; respond to inquiries regarding services and school issues
- Mediates with responsible internal or external providers (e.g. bus company, catering, CCA staff) until resolution is achieved and keeps parents engaged during the process until the final outcome/ resolution is reached
- Leverages the support of Communications for communication with parents where necessary

Job Description Form



**Australian
International
School**

- Communicates to all parents/ groups of parents any operations news/ notifications, leveraging support of Communications for finalisation of messages to parents
- Ensures that decisions made to improve the overall customer support of the Parent HelpDesk are continually carried through
- Assist with periodic review of the end to end customer journey to identify specific touch points where service can be improved to contribute to overall customer experience
- Work with Director of Facilities to effect and monitor reasonable change with third-party vendors following feedback from the community
- Oversee and monitor feedback received and logged within the internal system

Administration

- Oversee departmental scheduling requirements
- Selection, interview & training (cross training & PD) of staff
- Scheduling and approval of admin team staff leave & arrangement of cover
- Management of one-to-one procedures, probationary reviews & all follow up with HR

Insurance

- Oversee, manage and process Student Medical and Overseas Trip Insurance
- Act as liaison between parent and insurance broker

Canteen

- Manage marketing collaterals from the Canteen Provider
- Offer suggestions for menu additions
- Approve upcoming termly menu
- Quality control of food quality, ingredients and pricing structure

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom they are responsible, or with who, they come into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all time. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third-party services.

Position Requirements

- Highly developed communication, interpersonal and influencing skills to motivate and work cooperatively with others
- Strong organisational, prioritising, and time management skills
- Ability to manage multiple high priority tasks in a fast paced highly demanding environment
- Management skills to successfully perform the planning, directing, reporting and administrative responsibilities of this position
- Ability to prepare detailed and concise summary reports
- Proficiency with software programs required to manage functions of the role
- Proven results and skills in executing customer experience improvement program

Qualifications

- Degree/Diploma qualification
- 5-7 years of relevant experience in customer service with face to face customer issues resolution exposure
- Prior experience managing staff
- Prior experience with "Voice of the Customer" program preferred

Job Description Form



**Australian
International
School**

Contacts

- Managing Director
- Head of School
- Senior Management, Finance, Human Resources, Admission and Marketing & Communications
- Service providers and vendors
- Parents, guest and students
- Cognita Regional and Global Offices

Working Conditions

- There may be some before & after school duties, whereby external events, carnivals & camps require assistance
- Country role
- Managing a team of receptionists and secretaries
- Fast paced work environment
- Prepared to work additional hours to meet demands of the job
- Office location within a school environment at Lorong Chuan

Terms of Employment

- Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- Annual Leave: 21 working days per annum
- Medical Benefits: Group medical insurance
- Sick Leave/Hospitalisation Leave: 60 days hospitalisation leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Referee request: Required