



**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 Executive	Reference: November 2022
Function/Department	Community Engagement	Location: AIS
Manager Title	Community Engagement Manager	
Position Type	Permanent	
Position Status	Full-time	

## Position Objective

The Community Engagement Administrator objectives include:

- Student withdrawal and offboarding process; management and administration
- Community Engagement activities including events support
- AISPA administration

## Responsibilities

### Community Engagement

- Support Community Engagement (CE) Manager with the implementation of the Retention Framework to Extract and analyse data from Dynamics to identify leaver profiles and trends
  - Ensure that leaver records in Dynamics are accurate
  - Work with Head Office to implement community surveys and generate detailed reports on community sentiment
  - Collaborate with Heads of Sub-school to identify, support and document possible cases of student win back
  - Work with Receptionists to tabulate qualitative feedback from community
  - Craft presentations and internal memos to effectively communicate business cases and best practices with stakeholders
  - Manage translation company to ensure adherence to service level agreement

### Communication and Marketing

- Optimise user experience on Parent portal to increase customer satisfaction
- Support Creative Lead with collateral creation and refurbishing of design templates, to ensure efficient and consistent visual communication
- Take photos and publish to social media platforms when needed

### Events

- Logistics for CE events to ensure event requirements are in place
- Support stakeholders, such as editing slides and crafting collaterals, to ensure that strategic objectives are addressed
- Drive registrations through internal and external communications and distribution of collaterals
- Event photography
- Inventory management
- Pre- and post-event documentation



## **Student Withdrawal Administration**

The withdrawal process is a vital part of the exit process for AIS families. It is one of the last interactions between families and the school and while administrative in nature, it also provides a strong opportunity to foster advocacy in the future.

- The withdrawal process involves updating Dynamics, parent and staff stakeholder communication and parent follow up.
- Creation and management of the Online Student Exit Checklist in the weeks leading up to the students departure from AIS.
- Guide families who wish to rejoin AIS at a later date through the reinstatement process
- Work with internal stakeholders to confirm class placement, signing of student contract, validity of visa and payment of fees
- Serve as main point-of-contact to reinstating parents

## **AISPA Administration**

### • General:

- Coordinate and respond to all emails, website queries etc. received in the main AISPA mailbox within 48 hours
- Maintain class contacts and preferred vendors lists
- Manage notice boards and digital screens– adding and removing advertisements as required and receipting payments for advertisements
- Petty cash management
- Fill-in for volunteers as required for community event needs and in the pre-loved uniform shop
- Maintain AISPA storage facilities in a clean and organised manner
- Liaise with AISPA committee members and provide administrative support as required
- Preparation and publishing of the AISPA Newsletter

### • Communication and Marketing:

- Creation and distribution of all marketing materials for AISPA Events
- Central point of contact for all internal AIS communications
- AISPA Connect AIS management
- Liaise with the Marketing & Communications Department to ensure the AISPA main page is up to date

### • Events:

- Logistics for AISPA events to ensure event requirements are in place
- Event registration and attendance management
- Inventory management
- Pre- and post-event documentation



Other duties as directed by the Head of Communications and Community Engagement Manager, or such persons as the School may designate.

It is the the job holder's responsibility to promote and safeguard the welfare of children and young person's for whom they are responsible, or with whom they come into contact with and compliance with the relevant Cognita Safeguarding Child Protection Policy and Procedures should be adhered to at all times. 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 Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

## Position Requirements

- Ability to deliver outstanding customer service to key stakeholders of the school
- Ability to manage high volume work flow and deadlines
- Exceptional interpersonal, written and verbal communication skills and sensitive to cultural needs
- Advanced skills in Microsoft Office suite and willingness to learn to use new systems
- Ability to represent the mission, vision and values of the school

## Qualifications

- Experience
  - administrative experience in a high functioning environment
  - previous experience working in a multicultural environment
  - previous experience in an educational environment preferred
- Education
  - Degree/diploma qualified preferred

## Contacts

- AISPA Committee
- Community Engagement Team
- Parents, staff, and students of AIS

## Working Conditions

- May be required to attend meetings and events outside of normal working hours
- Must be available in the office area during peak hours of 8am to 9am and 3pm to 4pm to ensure parents have access to AISPA related queries
- Physically capable as some heavy lifting may be involved for events
- Country role
- Individual contributor working as part of a team
- Fast paced work environment
- Office location within a school environment at Lorong Chuan
- Presence during school term is essential



## Terms of Employment

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- 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: 14 days sick leave and 60 days hospitalisation leave
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required