

## Job Description

### *Director of Student Support Division*

#### Guiding Statements

- **Our Vision:** To provide an innovative international education that inspires learners to make a positive impact on the world.
- **Our Mission:** To provide an inclusive learning community, embracing diversity by offering a challenging IB education which empowers its members to be caring, global citizens.
- **Our Motto:** “Igniting Minds, Impacting Lives”

#### School Context

IGB International School (IGBIS) is a vibrant Early Years to Grade 12 international school that provides a dynamic, innovative and inclusive learning environment where students are challenged to excel in both their learning and personal growth. An International Baccalaureate (IB) World School, IGBIS was the first school in Malaysia authorised for the full continuum of IB programmes: the Primary Years Programme (PYP), the Middle Years Programme (MYP), the Diploma Programme (DP), and the Career-related Programme (CP). IGBIS is the only school in Malaysia accredited by the New England Association of Schools and Colleges (NEASC) and is also a member of the Association of International Malaysian Schools (AIMS), the East Asia Regional Council of Schools (EARCOS), the Council of International Schools (CIS) and Next Frontier Inclusion.

An IB education aims to develop inquiring, knowledgeable and caring young people who help create a better and more peaceful world through intercultural understanding and respect. This philosophy underpins the curriculum, co-curricular and after-school programmes at IGBIS with the aim to inspire students to become principled, global citizens. IGBIS is committed to providing high-quality international education for our students in an inclusive learning community where they participate in a challenging, caring and holistic educational experience.

#### Pro-Diversity Statement

As a school with inclusiveness as a Pillar, we are committed to diversity and therefore aim to hire staff as diverse as the students we serve. Our goal is to create an organizational culture that gives voice to a variety of global perspectives from within Malaysia and across the world. We work with a wide range of people who are experienced, qualified and mission-aligned, including people from traditionally underrepresented backgrounds.

#### Child Safeguarding Commitment

Safeguarding the welfare of children and young people is a priority and we expect all staff to share that commitment. All IGBIS teachers and staff undergo child safeguarding screening including checks with past employers, law enforcement authorities, and other governmental agencies as required.

## Reports to

Head of School

## Main Working Relationships

Students, Senior Leadership Team, MYP, DP and CP Coordinators, Subject Leaders, Teachers, parents and other secondary staff, BMT members, School Administrators, etc.

## Our Shared Responsibility

- Commit to, pursue and positively promote the School's Mission, Motto and Pillars.
- Model and encourage culture and climate in support of the IGBIS Guiding Statements and the IB Learner Profile to create a sense of belonging for all.
- Develop an environment in which students and staff are challenged, supported and provided with a sense of purpose so as to develop and maintain an enthusiasm for learning.
- Critically reflect on and constantly improve your own knowledge and skills through professional dialogue, collaboration and professional development.
- Build relationships with all stakeholders that promote the success of the School.
- Communicate effectively with students, parents, school administrators and other staff, including the ability to discuss topics which may be sensitive and/or challenging.
- Have the ability to organize tasks and manage your time in order to meet deadlines with accuracy and professionalism.

## Position-Specific Responsibilities

The primary responsibility of the **Director of Student Support Division** is to provide strong leadership, oversee various student support services, and advocate for the needs and rights of students. This role involves leading a diverse team comprising School Counselors, Academic and Career Counselors, ESOL Teachers, Learning Support Teachers, Inclusion Aides, Child Safeguarding Leaders, and School Nurses.

### Key Responsibilities:

#### 1. Strategic Direction and Development of the School

- a. Work with the Head of School and other members of the School's leadership team to develop a strategic view for the School to achieve the status of a leading international school; analyzing suggestions, advice and recommendations for its future needs and further development within the local, national and international context;
- b. Work with the Head of School and the other members of the School's leadership team, to develop an ethos, earned reputation and respect for the School by providing vision and direction to achieve the School's aims;
- c. Work with the Head of School and the other members of the School's leadership team, in creating and implementing a strategic plan that develops a motivated,



happy, safe, secure, stimulating and conducive learning environment in alignment with whole-school priorities and constraints;

- d. With an emphasis on the Student Support Division, assist the Head of School in identifying and setting short-term (less than 2 years), medium-term (2-5 years) and long-term (more than 5 years) key performance indicators (KPIs) and goals to be achieved by the School, in particular achieving the status of a leading international school.
- e. Formulate, plan, monitor, evaluate and review the policies and objectives of the Student Support Division from time to time to ensure that such policies and objectives are in compliance with the current education industry or relevant educational programme, for the approval of the Head of School and Board;
- f. Contribute to quality-assurance processes including IB authorization and CIS and NEASC accreditation processes.

## **2. Management, Leadership and Human Relations**

- a. Lead a team of Student Support staff members, which include School Counselors, Academic and Career Counselors, ESOL Teachers, Learning Support Teachers, Inclusion Aides, Child Safeguarding Leaders and School Nurses.
- b. Manage the selection, interviews and appointments of Student Support staff;
- c. Ensure that a strong, decisive professional culture is created in the Student Support Division where appropriate collaboration, transparency and input are established, continuing professional development is promoted and general accountability is expected;
- d. Implement, sustain and ensure effective systems for the management of the teacher and staff performance in the Student Support Division, incorporating appraisals, objectives and professional development with the object of providing transparent performance evaluation or appraisal procedures of the teachers and staff;
- e. Work with the Principals to manage the systems that keep the divisions running smoothly including, but not limited to, timetable development, duty schedules, cover teachers, etc.;
- f. Work closely with the Division Principals and other members of Business Management Team to ensure students' safety, security, care and general well-being, are uppermost in the School and community awareness; and that expectations and guidelines are promulgated, implemented and monitored with clarity and understanding;
- g. Liaise with others in the School on matters such as admissions, curriculum, timetabling and budget requirements as required;
- h. Establish open, constructive and regular communication with parents, engaging them appropriately as members of the School community;
- i. Support all marketing strategies and public relations to promote the School, especially in the Student Support Division and raise the School's profile; and

- j. All other duties and responsibilities as assigned by the Head of School as might be similar in other leading international schools.

### 3. Administration and Finance

- a. Contribute to the preparation of the annual Student Support Division to be presented to the Management Board for approval by the Governors.
- b. Upon approval of the budget by the Governors, the Director shall be responsible for managing the Student Support Division's budget allocated in an efficient, effective and fiscally appropriate manner;
- c. Work closely with other Leadership and Business Management Team members regarding the campus development and maintenance in order to upkeep the buildings and grounds to ensure that the campus is at all times kept clean, well maintained and equipped with the required safety measures which include but are not limited to the requirements under Occupational Safety And Health Administration (OSHA) and such safety and health regulations applicable from time to time and on such standards befitting that of a leading international school; and
- d. Support all fundraising activities for the School and/or charity.

### 4. Collaboration

Collaborate closely with homeroom teachers, single subject teachers, and other support staff to provide comprehensive support for students.

## Personal Attributes, Skills and Characteristics

- Demonstrating a deep understanding of students' needs and challenges, and showing genuine empathy and compassion when addressing their concerns.
- Possessing cultural sensitivity and an ability to work effectively with students from diverse backgrounds, including international and local students.
- Proficiency in data analysis to inform decision-making processes that enhance student support services and drive positive outcomes.
- A creative and innovative problem solver who can identify and implement effective solutions to challenges within the student support division
- Proven ability to foster professional growth and development within the team, including coaching and inspiring staff to improve their practice and provide the best support to students.
- Honesty, integrity and compassion, all with a good sense of humor.
- Fluency in English with strong oral and written communication skills (English as a first language is not required, but must have excellent English-language abilities).
- Outstanding interpersonal skills: a good listener who thrives in a collaborative environment.
- Strong oral and written communication skills.
- Strong organizational, communication, public relations from diverse cultural, social and educational backgrounds.

- Strong leadership skills with the ability to lead and provide the same directions as school mission and vision.
- Have the resilience, flexibility and energy needed to thrive in a growing, dynamic school.
- Have the ability to establish effective working relationships based on mutual respect with co-workers, students and parents alike.
- Open- and internationally-minded with good intercultural understanding.
- Proven problem-solving skills and the initiative to act on them.
- Well-developed knowledge of curriculum and instruction.
- An ability to coach and inspire teachers to improve their practice.

## Required Qualifications

- Possess a university degree.
- Hold a recognized teaching certification.
- Have a minimum of three (3) years of teaching experience.
- Have a minimum of five (5) years of experience leading areas or programs beyond the individual school level including strong understanding of school social work practice ethical issues and standards.
- Incumbents in teaching positions requiring a work permit must possess a Bachelor of Education (B. Ed.), Diploma in Education (DipEd), Postgraduate Certificate in Education (PGCE), Certificate in Education (Cert. Ed.), or a similar credential.
- Settings that explicitly promote student well-being.
- Settings that explicitly promote innovation, making, tinkering, designing, etc.
- Considerable experience in a comparable role, with a track record of working within an international school environment over an extended period.
- Prior experience as a member of the Leadership Team, actively engaging in strategic planning and school development.
- Experience in leading a team comprising School Counselors, Academic and Career Counselors, ESOL Teachers, Learning Support Teachers, Inclusion Aides, Child Safeguarding Leaders, and School Nurses.
- Experience in leading teams that work with students across various age groups is a significant advantage.
- Strong leadership skills, including experience in team leadership, setting priorities, delegation, and collaboration.



## Additional Notes

This job description details responsibilities but is not prescriptive. The incumbent may be required to undertake other duties and responsibilities commensurate with the scope of the post. This job description may be subject to amendment, to meet the changing needs of the school, following appropriate consultation.

IGBIS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share and demonstrate this commitment.

## How to Apply

Candidates should email their application to Human Resources at [recruitment@igbis.edu.my](mailto:recruitment@igbis.edu.my) with the specific position being applied to in the subject line. Please be sure to include:

1. A cover letter specific to the role you are applying for with why you believe you are a fit.
2. An up-to-date CV with no employment gaps.
3. The contact details for three referees including your current/most recent Head of School or equivalent.

