

Job Description

Assistant Manager - Admissions

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

Manager - Admissions

Main Working Relationships

Admissions Team, School Administrators, Marketing Team, Parents and Students, Academic Department Heads, Finance Department, External Education Agencies, and Other School Staff.

Our Shared Responsibility

- Commit to, pursue and positively promote the School's Vision, Mission, and Motto.
- 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

In the role of Assistant Manager - Admissions, you play a vital part in supporting the student enrollment efforts at IGBIS. Reporting to the Manager - Admissions, this position requires a proactive and organized individual to assist in executing the school's admissions strategies.

You will collaborate with the admissions team and other stakeholders to ensure a seamless and efficient admissions process for prospective students and their families. Your contributions will directly impact the composition of our diverse and talented student body. This role involves a wide range of responsibilities, which include but are not limited to the following:

Admission Processes:

- **Enquiries and Information:**
 - Serve as the primary contact for prospective parents seeking admission.
 - Handle inquiries via phone, email, and in-person visits.
 - Provide accurate schooling information, entry requirements, and admission procedures.
 - Schedule school tours and appointments for parents.



- Maintain and update enquiry data in the school's student data management system.
- Assist in compiling enquiry data as needed.
- **Application Processing:**
 - Ensure complete applications with all required documents and fees.
 - Input new student details into the student data management system.
 - Coordinate admissions assessments, excluding Pre-school and Kindergarten.
 - Communicate application outcomes to families, issuing Letters of Offer or Rejection.
 - Collaborate with Division Principals, collect and manage applicant testing papers.
 - Follow up with Division Principals on application outcomes.
 - Organize admissions interviews for successful applicants and parents.
- **Enrolment and Onboarding:**
 - Prepare information packs, including the Student Handbook and School Calendar, for new parents.
 - Coordinate uniform fittings and bussing services for new students.
 - Collaborate with the Finance Department on schooling invoices.
 - Follow up with new parents on outstanding documents, payments, and forms.
 - Distribute new students' details and documentation to academic departments.
 - Ensure exceptional customer service for students, parents, and stakeholders.
- **Withdrawal and Refunds:**
 - Liaise with the Finance Manager to process deposit refunds upon submission of Withdrawal and Clearance forms.
- **Administrative Support:**
 - Maintain communication with waitlisted applicants.
 - Provide administrative assistance to the Manager - Admissions, including assisting them in producing management reports.
 - Review and enhance admission and transfer procedures for efficiency.
 - Maintain the Student Management Database portal.
 - Ensure compliance with Malaysian Government/Ministry of Education regulations.
 - Liaise with relevant government agencies for study permits and visas.

- Collaborate with Embassies on school demographics.
- Assist with school functions and represent the school at education open days, roadshows, and exhibitions.

Strategic Planning:

- Collaborate with the Head of School and Marketing Team to develop admissions processes and strategies that align with the school's strategic goals.

Leadership and Team Management:

- Provide leadership and guidance to the Admissions Department team.
- Lead and manage daily departmental operations, including budget management, policy adherence, and procedural improvements.
- Oversee the onboarding of prospective families and maintain a mission-aligned approach.

Data Analysis and Reporting:

- Maintain accurate enrolment data and generate insights through data analysis and reporting.
- Prepare monthly reports for the Head of School and Board, presenting fact-based insights.

Study Permits and Visas:

- Liaise with respective government agencies to facilitate the processing of study permits and visas for international students.
- Communicate effectively with immigration authorities, consulates, and other regulatory bodies to ensure a smooth and efficient application process.
- Provide necessary documentation and information required for visa and permit applications.
- Work closely with students, parents, and school staff to gather and organize all necessary documents required for study permits and visa applications. This includes academic transcripts, letters of acceptance, financial statements, and any additional paperwork mandated by immigration authorities.
- Keep abreast of changes in immigration policies and regulations, both at the national and regional levels.
- Address and resolve any issues or inquiries related to study permits and visas promptly. Act as a resource for students and parents, offering assistance in navigating the complexities of the immigration process.
- Maintain meticulous records of all visa and permit applications, approvals, and rejections. Ensure that the school's student data management system is updated with the latest information on the immigration status of international students.

Financial Management:

- Participate in financial discussions related to the annual budget, scholarships, and



school fees.

- Collaborate with the Finance Department on fee invoicing and financial assistance records.

External Relations and Marketing:

- Develop and nurture relationships with embassy community liaison officers, company representatives, and relocation agents.
- Collaborate with external organizations, HR departments, and relocation agents to promote the school.
- Stay informed about the international school market, noting trends and insights.

Student and Family Support:

- Oversee new student orientation, including the preparation of welcome packs.
- Manage the re-enrolment and withdrawal processes for students and families.
- Handle school scholarship applications and financial assistance.

Compliance and Administration:

- Ensure expedient and accurate processing of visas and other required documents.
- Monitor the school's presentation, reporting concerns to relevant personnel.
- Participate in meetings with the Business Management Team, Senior Leadership Team, and Board as needed.

Community Engagement:

- Develop relationships with current and potential feeder schools.
- Collaborate with the Parent Volunteer Organization to support parents and welcome new families, including nationality representatives.

Other Duties:

- Deputize the Manager - Admissions in their absence.
- Undertake any additional duties or tasks as assigned by the line manager.

Personal Attributes, Skills and Characteristics

As an Individual in a Managerial Role:

- **Strategic Management:** Demonstrating the capability to develop and articulate a well-defined strategic direction for the organization or department, ensuring alignment with overarching goals and objectives.
- **Leadership Skills:** Demonstrating leadership qualities, including the ability to lead projects, teams, or initiatives within the organization.
- **Performance Management:** Effectively managing and evaluating the performance of team members, providing feedback, coaching, and development opportunities.



- **Decision-Making:** Making informed and timely decisions that consider both short-term and long-term impacts, while weighing risks and benefits.
- **Mentorship and Development:** Supporting the professional growth and development of team members, mentoring and guiding them to reach their full potential.

As an Admissions Team Member:

- **Adaptability:** The ability to adapt to changing enrollment trends, prospective student needs, and educational dynamics as the field of admissions is continually evolving.
- **Admissions Proficiency:** Possessing strong admissions skills and proficiency in enrollment tools, strategies, and tactics to effectively attract and enroll students.
- **Data Analysis:** Demonstrating the capability to analyze enrollment data, applicant insights, and admissions performance to make data-driven decisions for the benefit of the school's enrollment efforts.
- **Student-Centric Approach:** Having a dedicated focus on providing excellent service to prospective students, parents, and stakeholders, ensuring their admissions needs and inquiries are addressed promptly and effectively.
- **Innovative Thinking:** Cultivating a creative and innovative mindset to explore new admissions technologies and strategies that can enhance the school's enrollment efforts while staying current with the latest trends in education and admissions.

As an IGBIS Staff Member:

- **Establishing Effective Working Relationships:** Skill in establishing and nurturing effective working relationships based on mutual respect with colleagues, clients, and stakeholders.
- **Proven Problem-Solving Skills and Initiative:** Demonstrating a track record of effective problem-solving skills and the proactive initiative to address challenges.
- **Cross-Cultural Sensitivity:** Sensitivity to cultural differences and a commitment to fostering an inclusive and diverse environment within the organization.
- **Open- and Internationally-Minded:** Being open- and internationally-minded with good intercultural understanding.
- **Effective Communication in English:** Fluency in English with strong oral and written communication skills, facilitating clear and effective communication.
- **Resilience, Flexibility, and Energy:** Having the resilience, flexibility, and energy needed to thrive in a growing and dynamic school.
- **Continuous Learning:** A commitment to ongoing professional development and staying current with the latest trends in work-related aspects.
- **Honesty, Integrity, and Compassion:** Demonstrating honesty, integrity, and compassion, all with a good sense of humour.
- **Outstanding Interpersonal Skills:** Being an outstanding listener who thrives in a collaborative environment.



- **Professional Conduct:** Adhering to high standards of professional conduct and consistently aligning with the organization's core values.
- **Teamwork:** Being a good team player.

Required Qualifications

Minimum Academic/Professional Qualification

- Degree in Business Admin, Management, Marketing, Communication or a related field of study.

Related Experience

- At least 6 - 8 years of experience in a similar role
- Experience in managing school admissions processes

Competencies (Knowledge, Skills & Abilities)

- Experience in effectively managing school admissions processes, including strategic planning and execution.
- Demonstrated strong leadership and interpersonal skills, with the ability to collaborate with individuals at all levels, motivate teams, and influence change when needed.
- Proven problem-solving and negotiation abilities, enabling successful resolution of complex admissions-related issues.
- Proficiency in key software tools, including Microsoft Office, Google Workspace, and ideally, experience with Open Apply and Managebac.
- Exceptional organizational and time-management skills, both for personal tasks and overseeing a team, to ensure the achievement of deadlines and objectives.
- A solid track record of setting and achieving goals with a results-oriented approach.
- Exhibits professionalism in personal presentation and conduct.
- Capable of thriving in high-pressure environments, meeting tight deadlines, and working independently.
- Meticulous attention to detail and a highly organized work style.
- Ability to lead and manage a department effectively, fostering a collaborative and high-performance team culture.

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.

