

VACANCY NOTICE

POSITION	CO-CURRICULAR PROGRAMME LEADER
LOCATION	BANDAR TROPICANA AMAN, SELANGOR
INDUSTRY	EDUCATION
TYPE	FULL TIME

JOB SUMMARY

The Role & Expectations

Planning, Sales and Implementation

- Ensure that a well-planned calendar of activities for the full year is maintained
- Plan all activities and programmes supported with a P&L forecast that is in line with yearly KPI targets
- Review vendor proposals as and when necessary to ensure that programmes remain up to date, relevant and interesting for the students and the wider community
- Organise all CCA's, enrichment programmes and holiday programmes for the school
- Ensure best outcomes and uptake across all programmes and activities in line with the KPI targets
- Track and monitor all programmes & activities with regard to uptake and satisfaction ratings from attendees
- Ensure the successful and smooth implementation of all programmes and activities throughout the year

Marketing

- Ensure all programmes and activities are clearly defined in the Marketing Calendar and discussed with the Marketing and Admissions team.
- Provide the necessary information to the Marketing team at least 1 month before the actual execution/implementation of the programme/activity, if collaterals are required
- Ensure that all content in the school Content Calendar pertaining to CCAs, enrichment programmes and holiday programmes are updated at least 1 month prior to execution/implementation, for maximum uptake and traction

Customer Service and Retention

- Provide above standard customer service across all touch points with students and their families
- Review the process from sign up to end of programme, on a regular basis and identify any occurring pain points

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- Ensure that all current parents'/students' concerns and/or issues pertaining to CCAs, enrichment programmes and/o holiday programmes are tracked and addressed or escalated to the Principal if required.
- Also be in charge of communicating follow up and updates to parents/students on the progress/resolution of their lodged concerns

JOB REQUIREMENTS

- Candidates must possess at least a relevant Diploma/Bachelor's degree.
- Experience in related field is an advantage
- Working experience of 2-3 years minimum