

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	Multilingual Administrator	Reference: February 2025
Function/Department	Elementary	Location: AIS
Manager Title	Head of Elementary	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

Our vision is to strengthen the intercultural, international, and social justice education and development of all students; advocate for, serve, and guide the school community to increased and improved intercultural competence. To provide information, personal support, liaison, and advocacy for international students in order to assist them in achieving academic success. The services provided cover a wide spectrum, commencing with pre-departure information, arrival, orientation, support during their enrolment, and departure. To provide advice and support to staff, follow up non-attending and non-achieving students, monitoring and support of high-risk students.

Responsibilities

Administration to the EAL (English as an Additional Language) Course for Elementary School:

- Provide administrative support to EAL class as required including documentation creation and translation, database, scheduling, google drive administration, internal websites (Google and AISConnect)
- Support teaching and learning through working with students in small groups, individually developing English Language Proficiency, administering language tests and assisting specialist teachers in class
- Screening EAL enquiries and requests via email and phone; including managing correspondence
- Contact multilingual parents, agents and communicators to follow up correspondence
- Schedule EAL Parent Teacher Interviews
- Submit and coordinate VTRs for professional learning, multilingual learner events and parent information sessions
- Booking of venues
- Create EAL purchase requisitions and liaise with external providers. Organise and monitor resource allocations including tracking delivery of resources, moving of resources and furniture, and managing inventory
- Assist with EAL staff hiring process – arranging interviews, background checks and references
- Support onboarding of EAL staff
- Assist in duties specified by ELT

Community Liaison:

- Act as the designated contact person for all enquiries regarding multilingual learners
- Provide translation and interpretation for students and parents who require support
- Alert staff about any concerns regarding the wellbeing of any multilingual students

- Support staff members in contacting parents/guardians regarding non-attending and non-achieving multilingual learners
- Ensure multilingual learners are aware of upcoming events and parent communication
- Identify trends and issues which arise with multilingual learners and bring this to the attention to relevant staff

New Arrival students:

- Provide translation support in the admissions process to assist with pre-counselling information regarding AIS courses and curriculum
- Meet and greet new student arrivals
- Support induction and orientation of new students
- Provide parents translated information and support the set up of communication platforms at AIS
- Be a liaison between parents and the AIS staff to access to links/information regarding non-academic events: AIS Outdoor Education, Co-Curricular Activities and Sports clubs, Arts and musical events
- Provide information regarding living in Singapore and understanding the AIS school expectations
- Support staff working with students in the classroom when translations are required

It is 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

- Bilingual in English and Mandarin essential to cater to the pool of Mandarin speaking parents and students
- Additional language skills advantageous
- 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
- Organisational and time management skills
- Knowledge and experience of cultural diversity, knowledge of culture related issues and tensions and a sound understanding of the pastoral needs of multilingual learners
- Ability to deliver outstanding customer service to key stakeholders of the school with demonstrated compassion and care for students
- Ability to manage high volume workflow and deadlines
- Ability to represent the mission, vision and values of the school

Qualifications

- Experience in working with multilingual communities in a school/educational environment
- A minimum High School graduation certificate essential
- Professional proficiency in written and spoken English and Mandarin languages essential
- Administrative experience in a high functioning environment preferred



Contacts

- Head of School/School Principal
- Head of sub-schools
- Assistant Head (Diversity & Development)
- Head of Boarding
- School counsellors
- Student, Parents, Teachers

Working Conditions

- Mondays to Fridays, 8.00am to 5.00pm
- Indoor and outdoor school environment
- Supervision of students' play and learning
- Flexible approach to interaction with students

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: 60 days hospitalisation leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Reference Check: Required
- Background check: Required