

Head Public Schools – U.S. – International Baccalaureate

Bethesda, Maryland

If you're looking to work for a global organization with a meaningful mission, and with colleagues all over the world, then the [International Baccalaureate®](#) (IB) may have the ideal opportunity for you!

The IB is a leading global not-for-profit educational organization that offers curriculum and assessment worldwide to children aged 3-19. Our education programs encourage students to be active learners, well-rounded individuals and engaged world citizens.

In addition, we offer comprehensive professional development to support schools and educators.



The IB offers you a unique opportunity to use your skills and attributes in a passionate, mission-focused environment. We're seeking the best talent, who have not just the required expertise and technical skills but also the behavioral qualities needed to support a variety of stakeholders in the education sector.

In return, you'll get to work in a learning organization committed to your growth and development, with internationally minded professionals. If you meet all the requirements for this position and you're seeking just that kind of opportunity, please apply!

Job Purpose:

Develop and implement a school improvement strategy for the assigned school segment, in line with the IB strategy and objectives, in order to optimize the growth, results, engagement and satisfaction of schools in the assigned segment.

Job Duties:

- **Strategy:** Develop a global IB School strategy for the assigned portfolio in line with IB business objectives and education KPI's and contribute to the development of the IBWS strategy, in line with the IB strategy.
- **Year Plan/Budget:** Define, manage and ensure realization of a global IB School plan for the assigned portfolio including planning and cost budget.
- **Coordination:** Coordinate and align IB School activities and account developments with internal IB stakeholders in regular organized meetings and ensure timely involvement and participation.

- **Account Management:** Initiate, develop, and maintain alignment of activities around the assigned portfolio of IB schools. Review evaluation reports and other sources to develop school improvement plans. Drive the organization to deliver customer solutions in compliance with IB standards. Resolve escalations and where necessary, initiate pro-active corrective measures and manage the timely execution of activities.
- **Market Opportunity Analysis:** Monitor and analyze data, developments and trends of the assigned IB School portfolio and translate this into objectives for the team, as well as instil a strong culture of growth and contribution.
- **Quality Assurance:** Initiate and develop processes and projects to define and implement quality assurance practices and KPI's to increase customer satisfaction.
- **Relationship Management:** Build and maintain a strong relation with customers of the assigned IB School portfolio, as well as a network of relevant internal and external relations, stakeholders, partners, customers and organizations.
- **Communications:** Develop and implement a communication plan to raise the profile of the customer support and services and communicate regularly with internal and external stakeholders (online communities, school relations etc) based on identified customer needs and new IB developments and offerings.
- **Continuous Improvement:** Provide analyses of current IB (work) processes, evaluate bottlenecks and advice regarding improvements and ensure implementation after approval.
- **People Management:** Lead, coach, develop and appraise employees of the own team.

Job Requirements:

- A postgraduate degree in education, management or other appropriate field;
- A proven record demonstrating a high level of leadership, organizational, change management and inter-personal skills;
- Good knowledge of public/state education systems, school governance, unions and educational rules and regulations;
- A proven commitment to international-mindedness and significant experience working with diverse cultures to achieve successful outcomes;
- Excellent communicator with a high level of spoken and written competence in at least two languages is preferred, one of which must be English;
- Knowledge of the IB, IB programmes or being an IB Alumni is a plus.

The International Baccalaureate is an Equal Employment Opportunity (EEO) employer

To apply, please click on the link below and submit CV and Cover Letter:

<https://ltd.tbe.taleo.net/ltd03/ats/careers/requisition.jsp?org=IBO&cws=1&rid=1596>