

## **IALF seeks a Manager to lead its school in Surabaya, Indonesia**

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### **Background Information**

IALF is Indonesia's leading institution for English and Indonesian language training, IELTS testing and preparation, and teacher training for teachers of English and other subjects. IALF employs over 200 staff and offers language training and testing services to over 15,000 students each year in its three training centres in Jakarta, Surabaya and Bali.

IALF is a not-for-profit and fee-for-service Indonesian education foundation established in 1989 and led by a Board of Governors based in Jakarta. Its mission is to contribute to economic, social and cultural development in Indonesia and the region, and to mutual respect and understanding between the people of Indonesia and neighbouring countries. IALF will achieve this by providing high quality programs and services, based on the highest professional standards and top-quality curricula and resources.

IALF Surabaya is centrally located in Jalan Ngagel 133, near the Marvell City Mall. The airy, modern 4-storey building houses 10 classrooms, a large auditorium, study centre, digital hub and a student cafeteria. IALF Surabaya specializes in preparing students for the IELTS Test, with a range of IELTS Preparation courses of differing lengths. The IELTS Test is conducted at the centre 3 times per month, and on a regular schedule in Malang and Makassar.

IALF Surabaya has a suite of programs for those planning to study abroad, or who are studying in Indonesia in the medium of English. Its Academic English program for the general public includes part-time courses in English for Study Purposes, as well as the Intensive English Program for Overseas Study (IEPOS) range of intensive courses. IALF Surabaya also delivers Academic English courses for sponsored groups; clients include New Zealand Aid, the Ministry of Religious Affairs and Australia Awards. Specialized English language training for local businesses and education institutions is another area of expertise. IALF Surabaya also offers Indonesian language training programs for groups and one-to-one tuition. In 2018, it will open an IALF Global overseas education agency office.

Currently there is an academic team comprising a Director of Studies, ADOS, and 12 teachers. They are supported by an experienced administration and finance team, an excellent IT and technical department, and associated ancillary staff – in total, 32 support staff.

IALF encourages applications from both internal and external candidates. The current Manager will leave at the end of August 2017, and it is hoped that the new Manager will be in place by October – November 2017. Interviews will take place late August / early September.

If you are interested in the position, please submit a letter of application addressing the terms of reference (see below) and outlining how you would approach the position of Manager of the Surabaya branch, together with an up-to-date Curriculum Vitae and contact information for two professional referees.

The deadline for applications for internal candidates is Wednesday 16 August, and for external candidates, Wednesday 30 August 2017. Please send applications to the CEO, Ms Denise Finney, on [dfinney@ialf.edu](mailto:dfinney@ialf.edu).

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## Manager, IALF Surabaya

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### Terms of Reference

<b>Position</b>	<b>Manager, IALF Surabaya</b>
<b>Reports to</b>	IALF Chief Executive Officer
<b>Directly supervises</b>	Director of Studies Office Manager & IELTS Supervisor Technical & Information Systems Manager Marketing team Accountant

The Manager, IALF Surabaya, is responsible to the Chief Executive Officer for the management and development of the Centre to ensure that it provides a cost-effective and high quality service. The duties of the Manager are to:

**1. Quality Assurance**

Establish and maintain academic standards of the services provided by IALF Surabaya, primarily through the on-going monitoring and evaluation of academic management, teacher performance, curriculum design, and resource management.

**2. Personnel Management**

Establish and implement systems for the recruitment, supervision and deployment of teaching and administrative/support staff;

Establish and implement a program of professional development for language teaching staff, including in-house seminars, conferences, and secondments; and

Identify training needs for IALF Surabaya's administrative staff and recommend training options.

**3. Financial Management**

Negotiate contracts & agreements, and oversee the implementation of services according to contractual agreements;

Supervise the IALF Surabaya Finance department;

Liaise with the CEO and Finance & Accounting Manager in the preparation of the annual budget; and

Monitor revenue and expenditure against the budget, and report regularly to the CEO and Finance & Accounting Manager.

**4. Marketing, Promotion & Business Development**

Direct and supervise the marketing and promotional activities of IALF Surabaya;

Develop business opportunities;

Prepare an Annual Business Plan, and report against it;

Prepare proposals; and

Participate in the marketing and promotion of IALF as an organization.

**5. Administration & Facilities**

Oversee the day-to-day administration of IALF Surabaya.

Oversee the maintenance and development of the building, facilities and equipment.

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**6. Communications & Reporting**

Coordinate internal and external communication channels of IALF Surabaya;  
Liaise with Managers, IALF Jakarta and Bali, on IALF programs and activities;  
Prepare Annual Plans and Annual Reports for IALF Surabaya;  
Coordinate with CEO, COO, and Manager, IALF Bali, on strategic planning and the development of IALF documentation (eg. IALF Business Plan; Policies & Procedures)  
Report to the CEO on a regular basis;  
Submit reports to the CEO for presentation to the Board; and  
Participate in the annual meeting of the Board of Governors.

**7. IELTS Testing**

Direct and supervise the work of the IELTS Business Unit.

**8. Representational**

Represent the IALF nationally and internationally.  
Other duties as identified from time to time by the Chief Executive Officer.

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**Essential Qualifications & Competencies**

1. Postgraduate qualifications in Educational Management and/or English Language Teaching.
2. Experience in teaching English to speakers of other languages (TESOL).
3. Demonstrated interpersonal, relation management and negotiation skills in a culturally and linguistically diverse environment.
4. Management and supervisory experience, including: working in / leading a team; sharing knowledge; coaching and mentoring colleagues; skills transfer.
5. Demonstrated analytical, reporting, problem-solving and risk management skills.
6. Experience of strategic and operational planning.
7. Experience of developing and/or managing a promotional and marketing plan.
8. Commitment to quality and managing quality assurance of IALF Surabaya programs.
9. Understanding of budgeting and financial management, and willingness to develop further skills in this area.
10. Experience working in a developing country.

**Desirable Qualifications & Competencies**

1. Experience working in Indonesia.
  2. Bahasa Indonesia language skills.
  3. Experience as IELTS Examiner and/or IELTS Administrator.
  4. Experience in Teacher Training and Training of Trainers (TOT) for tertiary or adult learners.
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