

Admissions & Enrolment Specialist

Specialist portfolio: Family Engagement & Events | 100%

Purpose of the role

As a trusted guide for prospective families, the Admissions & Enrolment Specialist builds strong relationships from first contact through enrolment. The role combines personal, responsive admissions support with proactive recruitment: identifying new audiences, creating meaningful opportunities for families to experience ISL and converting interest into enrolment.

Alongside full-funnel admissions responsibilities, the postholder leads the school's family recruitment and admissions events portfolio, with particular attention to non-company-sponsored families in the local and regional market.

The role reports to the Head of Admissions & Marketing and work closely with the other Admissions & Enrolment Specialist, school leadership, academic teams, Student Support Services, Marketing, Finance and Operations colleagues.

Main responsibilities

Full-funnel admissions and relationship management

- Manage a portfolio of prospective families from first contact through application, assessment, offer and enrolment.
- Build trusted relationships, understand each family's needs and maintain timely, personalised follow-up.
- Present ISL and its programmes compellingly through meetings, tours, online calls and family visits.
- Coordinate documentation, assessments and academic review, communicating decisions and next steps clearly.
- Actively manage the admissions pipeline, progressing qualified families and addressing delays or risks.
- Maintain accurate records, next actions and reporting in our student management system and CRM.
- Contribute to admissions communications, process improvements and external recruitment activities.

Family Engagement and admissions events

- Develop an annual programme of admissions events and outreach designed to generate qualified interest from non-company-sponsored families.
- Build relationships with community groups, nurseries, clubs and local networks that can introduce families to ISL.
- Coordinate events from concept to follow-up in partnership with Marketing, academic teams and other contributors.
- Measure attendance, lead quality and conversion, using the results to improve future recruitment activity.

Measures of success

- Growth in qualified enquiries, applications, offers accepted and enrolments from non-company-sponsored families.
- Conversion rates and progression time across assigned families and event-generated leads.
- Event attendance, lead quality, follow-up completion and event-to-application/enrolment conversion.
- Prospective-family experience and quality of relationship notes, next actions and data accuracy.
- Delivery of the agreed annual recruitment and events plan.

Desired profile

- Degree in hospitality management, business administration, communications, marketing, education or a related field, or equivalent professional experience.
- At least five years' experience in admissions, relationship management, consultative sales, customer experience, hospitality, recruitment or events, ideally in an international environment.
- Excellent spoken and written French and English (minimum C1 in both).
- Demonstrated ability to build trust, manage a relationship pipeline and turn interest into action.
- Strong event-development and coordination experience, from audience definition to evaluation.
- Confident use of CRM, admissions and data systems; strong discipline in recording interactions, next steps and outcomes.
- Highly organised, proactive and collaborative, with sound judgement, cultural awareness and careful attention to detail.
- Comfortable presenting to individuals and groups and representing ISL externally.

About ISL

The International School of Lausanne (ISL) is a leading not-for-profit International Baccalaureate World School in French-speaking Switzerland. We are committed to excellence in education, recognising the unique potential of each student and equipping learners to play an active and responsible role in a complex, multicultural world. Approximately 250 staff members welcome around 850 students, aged 3 to 18, from more than 60 nationalities on our campus.

What we offer

- An international and dynamic working environment.
- Six weeks of holiday per year.
- A generous pension plan and social insurance coverage.
- Free well-being and sports activities.
- Regular social events.

Are you interested?

To apply please send the following documents on [JobUp](#):

- résumé/CV
- personalised motivation letter
- copies of diplomas and work certificates or reference letters
- copy of work permit (if applicable)

Work permit

Due to work permit limitations, preference will be given to candidates with Swiss or EU citizenship or a valid Swiss work permit.

We care for children

The International School of Lausanne is committed to safeguarding and promoting the welfare of children and young people. We expect all of our staff to share this commitment. A complete reference check and criminal records check will be conducted on all successful applicants.

We value diversity

At ISL, all members of our community contribute to creating an environment where diversity is valued. Each individual is committed to ensuring everyone has a strong sense of belonging and feels respected. ISL is committed to being an inclusive employer that values diversity. Find out more about our values [here](#).