

Conference for Bursars, Business Managers and HR Staff

Professional Training &
Networking Event

20 - 21 November 2015

Welcome



Dear colleagues

Welcome to Holland, to The British School in The Netherlands (The BSN) and to this excellent opportunity to engage, plan and network.

With over 2,250 students and 462 staff, The BSN is a sizeable, complex operation. We rely on the outstanding leadership and management of our Business Services to help us deliver excellence in the classroom and it is vital that all education professionals have a platform to discuss and engage with the issues within this programme.

Whatever your size or location, the topics being discussed over these two days will be occupying your thoughts. The rapid increase in demand for an international education, and the debate surrounding how it should be delivered in the future, requires high level strategic planning and, I would argue, an imaginative as well as business orientated approach.

I am delighted to hand you over to The BSN's talented team of professionals and our invited guest speakers. I very much look forward to dining with you on Friday evening and spending some time with you on Saturday morning.

All best wishes,

Kieran Earley
Ceo & Principal - the BSN Group of Schools



FRIDAY 20th NOVEMBER

12:00 - 13:00 - Main Hall

REGISTRATION

Including refreshments & lunch

13:00 - 13:10 - Main Hall

OPENING - David Porritt

Head of Junior School Leidschenveen

13:10 - 14:10 - Main Hall

DEVELOPING POSITIVE MANAGERS FOR POSITIVE ORGANISATIONS

Keynote speaker - Emma Donaldson-Feilder

Emma specialises in working with organisations to achieve sustainable business performance through improvements in employee health, well-being & engagement. She is passionate about providing managers with practical, evidence-based tools to facilitate this & has worked with a wide range of clients in the public and private sectors.

14:10 - 14:55

Session A - Library

WORKING TOWARDS A HEALTHY ORGANISATION - Helen van Buren & Linda Hodgson

The BSN sickness absence rates have outperformed Dutch & UK industry average for a number of years now. On the one hand, the school is following the strict Dutch ('Poortwachter') absence management protocols. On the other hand, the school actively promotes a healthy lifestyle and a good work/life balance through its many well-being initiatives. Linda & Helen will share their insights and formulas for success in the critical area of employee well-being at the BSN.

OR

Session B - Main Hall

SCHOOL BUDGETTING - Ilka Loof

How do you enable teaching staff to raise and manage their educational budgets in an effective way and take responsibility for their spending? How did the implementation of an Electronic Purchase Order system support managing budgets and improve awareness?

14:55 - 15:10

COFFEE BREAK

15:10 - 16:00

Session A - Library

CLINIC: HOW TO DEVELOP A POSITIVE ORGANISATION - Emma Donaldson-Feilder

With one or two case studies Emma will provide advice on how to develop a positive organisation. This is also your opportunity to ask Emma for advice about your school.

OR

Session B - Main Hall

STANDING OUT IN A COMPETITIVE SCHOOL MARKET - WCBS Workshop (Sponsored Session)

With the increasing competitive British International School Market there's a need to stand out from the crowd. Schools need to ensure they have the best and most efficient systems that cater to staff and meet the demands of parents. We'll discuss the tools available to assist with these challenges including a multi-language portal that allows schools to provide instant access to pastoral and financial information and enable bill payers to view and pay bills online.

16:00 - 16:45

Session A - Main Hall

EFFECTIVELY MANAGING SCHOOL UNIFORM - Alison Albon

What are the BSN's criteria when it comes to procuring uniform? How is stock managed? How are uniform changes introduced and implemented?

OR

Session B - Library

PAYROLL ACCURACY & MANAGING FLEXIBLE WORKERS - Stacy Dinse & Irene Grujic

With 7000 payslips and over 38,000 flexible hours to process on a yearly basis: Ensuring a smooth and accurate payroll process of the BSN and maintaining a 200 person flexible working register is a complex process. How do we deal with this?

PROGRAMME SCHEDULE

16:45 - 17:15

Session A - Main Hall

RENAISSANCE WORKPLACE BENEFITS WORKSHOP (SPONSORED SESSION)

For many outside the EU, health insurance forms a major part of the schools annual budget. Most believe there is no alternative to the traditional 'off the shelf, bronze, silver or gold' insurance cover. But what if there was a far more effective way, in terms of cost and administration, to providing your faculty with the peace of mind they require. One that makes absolute economic sense and helps you stand out from the crowd.

We will show you what the corporate world is already doing to control these costs and improve profitability. The approach to medical benefits provision we will discuss is one that every business manager, bursar and COO should know, and one that every insurer doesn't want you to know!

OR

Session B - Library

"WORKING TO ACHIEVE A WORK-LIFE BALANCE" OPTIMUS WORKSHOP (SPONSORED SESSION) NICKII MESSER

Do you work to live or live to work? Do you understand the relationship between pressure, effectiveness and stress? Are you able to role model work-life balance for the colleagues you lead? Whatever your response to these questions, this interactive workshop is for you! Come along and learn key skills for work-life balance; share strategies that work for you and your teams; learn more about the workshops, resources and training that Optimus Education offer to support you and your colleagues to achieve a better work-life balance and well-being.

17:15

TRANSPORTATION TO HOTEL:

Van der Valk Ypenburg or Van der Valk Wassenaar

18:50

TRANSPORTATION TO HOTEL:

Van der Valk Wassenaar to Ypenburg

19:00

PRE-DINNER DRINKS AT HOTEL:

Van der Valk Ypenburg

19:30 - 22:30

DINNER AT HOTEL:

Van der Valk Ypenburg

With thanks to our sponsors WCBS, School Website, and Renaissance Workplace Benefits.

22:30

TRANSPORTATION BACK TO HOTEL:

Van der Valk Wassenaar

SATURDAY 21ST NOVEMBER

8:30

TRANSPORTATION FROM HOTEL:

Van der Valk Ypenburg to Voorschoten

8:45

TRANSPORTATION FROM HOTEL:

Van der Valk Wassenaar to Voorschoten

9:00 - 9:20 FOYER

WELCOME COFFEE

9:20 - 9:30 - FOYER

WELCOME - Kieran Earley - CEO & PRINCIPAL OF THE BRITISH SCHOOL IN THE NETHERLANDS

9:30 - 10:15 - FOYER

SCHOOL OF FUTURE - Dirk Jan Postel, KRAAIJVANGER ARCHITECTS

How are the changes in teaching and learning affecting the shapes and layouts of our schools? How do technical developments like ICT and sustainability influence our ways of teaching? And can we change our current buildings to ensure they meet the requirements of the future?

10:15 - 11:00 - FOYER

PROFESSIONALISING THE PROFESSION USING THE NEW SBM PROFESSIONAL STANDARDS TO SUPPORT EXCELLENCE: - Nickii Messer OPTIMUS EDUCATION

In the DfE's 2013 Review of Efficiency in the Schools System, there was recognition that one of the seven key characteristics of the most efficient schools is that they "Employ, or have access to, a skilled SBM who takes on a leadership role". But how do schools determine the meaning of 'skilled', and how do SBMs achieve this? In November 2015, the National Association of School Business Management (NASBM) will launch a suite of professional standards for school business management professionals, setting out a professional benchmark. In this presentation, Nickii will discuss what these standards mean to SBMs, especially within an international context, and investigate how we can use them to professionalise our own profession.

11:00 - 11:45

Session A - Room 55

FLOW - SYSTEMS, STRUCTURES AND STATISTICS AND THE SINGLE CENTRAL REGISTER - Esther Sijbranda

The HR team of the BSN has over the years developed a way of working focused on continuously improving what we do, using systems and management information whenever possible and at the same time stay lean and agile. With this in place the single central register is always ready and available.

11:45 - 12:30

Session A - Room 55

SHARING BEST PRACTICES - HR

Three to four attendees will share short presentations (5 - 10 minutes) about a project or process that they want to share with the group.

OR

Session B - Room 56

SHARING BEST PRACTICES - FINANCE

Three to four attendees will share short presentations (5 - 10 minutes) about a project or process that they want to share with the group.

OR

Session C - Room 58

SHARING BEST PRACTICES - OPERATIONS

Three to four attendees will share short presentations (5 - 10 minutes) about a project or process that they want to share with the group.

12:30 - 13:15

Session A - Room 55

RECRUITING IN THE DIGITAL AGE -

Caroline Desborough & Esther Sijbranda

How is the BSN tackling the challenges of an ever changing recruitment market? In this presentation Caroline and Esther will look at improving the balance between time, cost & quality of applicants by utilising digital tools.

OR

Session B - Room 56

SCHOOL FEES BILLING - Ilka Loof

How to adjust your billing system and debtor's management to improve cash flow.

13:15 - 14:00 - CAFE

LUNCH & CONFERENCE ENDS



SPEAKER PROFILES



Caroline Desborough - Recruitment Officer

Passionate about learning and development, Caroline Desborough has several years' experience of recruiting in the field of international education. Ambitious by nature, Caroline has a Bachelor's degree in Language & Communication and is currently researching the future of recruitment in the digital age and what this means for schools. Since joining the BSN as Recruitment Officer 18 months ago, Caroline has implemented new developments to the recruitment strategy and process to help ensure that we attract, engage and retain talented colleagues. Outside of the BSN Caroline loves travel and challenging herself in endurance events. Always keen to gain knowledge through interacting with other professionals, Caroline looks forward to connecting with you at the conference: <https://nl.linkedin.com/pub/caroline-desborough/38/537/b03>

Linda Hodgson - HR Administrator

If there is one common thread though Linda's career it would be engagement. Whether this entails consumers in fiercely competitive consumer markets, retail partners, or employees in corporate and educational settings, Linda has a real passion for finding the 'hook' that drives engagement with organisations and brands. Well-travelled, Linda has only recently returned to the Netherlands after an international career spanning jobs with Unilever and Karrikins Group across the Netherlands, South-Korea, Singapore, Australia and New Zealand. After taking time out to raise two daughters, Linda completed a Psychology degree to complement her BCom. She is currently undertaking a course in Occupational Health Management which aligns well to her role as coordinator for BSN's wellbeing and life planning initiatives. When she is not at the BSN, Linda loves to read, cook, travel, and connect with people.



Esther Sijbranda - HR Manager

Getting things done - thinking, planning, improving, implementing and evaluating - that is what drives Esther Sijbranda. Always with a strong focus what is good for the organisation and what is fair and reasonable for staff. Esther has over 20 years' experience in a number of HR roles and holds an MBA and LL.M degree. With a wide-ranging PD-record she is now following MOOC's and recently started an Oxford LD-course on Ethics. When not at work Esther enjoys entertaining friends and reading. She follows the BSN Yoga-class and sails regatta's with a 1940-built Valk, in the winter she enjoys speed skating. Over the years she has renovated 4 houses and refitted 4 boats.

Stacy Dinse - HR Coordinator

With over 10 years' experience within the international school environment - Stacy has been working at the BSN since 2010 as Payroll Coordinator, she has a proven record of delivering work on time and with a strong attention to detail. Her responsibilities beyond payroll are wide and varied, including processing tax allowances, pensions along with the management of maternity, parental and special Leave. Originally from America, Stacy immigrated to the Netherlands some 14 years ago, initially as an au pair, then completed a master's degree in International Relations. When not at work, Stacy enjoys running, reading and spending time with her husband and 2 daughters.



Irene Grujic-de Klerk - HR Officer

With a bachelor degree, 6 years of PE teaching and wide experience in international human resources, Irene found the perfect career match in working at the British school in The Netherlands in the HR department. Irene focusses on managing flex workers working for the BSN and looking into digital tools to enhance HR performance now and in future. She enjoys her daily bicycle ride to and from work, likes the outdoors as well as swimming. With her enjoyment living and working in an international environment, Irene looks forward meeting you at the Cobis Conference.

Read more at <https://nl.linkedin.com/pub/irene-grujic/46/4b2/64a>

Helen van Buuren - HR Advisor

Helen describes her career as a professional adventure, having worked in Europe and Asia/Pacific, across diverse sectors such as; Global Finance, Healthcare, Social Sector and Education. Helen became culturally curious after reading Geert Hofstede's 'Cultures And Organisations: Software of the Mind' - working in the international city of The Hague is a perfect place to continue her learning journey. Top of Helens job list: HR support to leadership, organisation lead for sickness absence management, organisation CPD. Things that bring balance and a smile to Helens life include; practising mindfulness, wine-tasting, walking the Yorkshire Dales with her husband, sticky toffee pudding. Connect with Helen @ <https://www.linkedin.com/pub/helen-van-buuren/34/168/b92>



SPEAKER PROFILES



Ybella Hofstede-Davies - Operations Manager

Ybella has been managing and renovating buildings for over 20 years. She has a degree in Interior Design & Architecture and has extensive experience in Construction Project Management, Facility Management and Vendor Management. She has managed facilities in the States as well as across Europe. At the BSN she is responsible for the facility management strategy which includes the implementation of the 10 year maintenance plan and renovation & construction projects. In addition, she manages school transportation, the uniform shop and the rentals office.

Ilka Loof - Finance Manager

Ilka has been with the BSN for nearly 10 years. As Finance Manager she is responsible for the Finance Department which includes Accounts Receivable, Accounts Payable as well as the Financial Reporting to the Board members. Originally from Germany, Ilka has spent a long time in Australia and came to The Netherlands 18 years ago. She has previously held several positions in the hotel industry including Acting General Manager and Financial Controller. In her spare time, Ilka enjoys baking and writing and takes care of her two children. She has also published an article in the COBIS Magazine recently on School's Budgets & Finances.



Alison Albon - Uniform School Coordinator

Alison Albon is the Uniform Shop Administrator and has been with the British School since February 2014. She is South African, and has lived in Switzerland and Israel, prior to moving to the Netherlands 7 years ago. She has a BSc Degree in Zoology from the University of South Africa, and has worked in many different fields including teaching, law, finance, and of course School Uniform Supply. She is married with two children, both of whom attended the BSN, and are currently studying in the UK. Outside of work, Alison enjoys golf, gardening, and mahjong and is, as can be expected, an ardent supporter of all South African Sport.



Emma Donaldson-Feilder - Director - Affinity

Emma is a Chartered Occupational Psychologist and Director of both Affinity Health at Work and Affinity Coaching and Supervision. She specialises in supporting organisations to achieve sustainable performance through positive employee health, wellbeing and engagement, with a particular emphasis on people management and leadership. In order to have the best possible evidence-base for her work, Emma is actively involved in research; conversely, her consultancy and coaching with a range of organisations ensures that the research is of genuine practical use in real-world settings. She is also involved in public policy, writing and presenting on health and work issues.



Dirk Jan Postel - Partner at Kraaijvanger Architects

Dirk Jan was educated at TU Delft. He is a partner at Kraaijvanger Architects since 1992. With a sharp eye for detail and in depth knowledge of materials, he has successfully completed a wide variety of building projects. He has designed town halls, schools, theatres and private residences. The British School has worked with Dirk Jan on a number of projects, most recently the extension at Senior School.



Nickii Messer - Consultant

Nickii Messer was SBM for many years in three school phases, including seven years on the SLT. She now works as a consultant and, in recognition of her strategic leadership experience, is Anglia Ruskin's operational lead for their SBM programmes. Nickii is passionate about the training and development of school and academy support staff; her support staff middle leadership course has been particularly successful.

Contact Nickii at Nickii.sbm@gmail.com

<http://nickiimesser.com/>





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