

JOB DESCRIPTION

Job Title: Senior International Partnerships Officer

Grade: SG6

Department: Partnership Hub

Responsible to: International Partnerships Development Manager

Key Contacts: Yue Li, International Partnerships Manager,
yue.li@greenwich.ac.uk

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The Senior International Partnerships Senior Officer is responsible for overseeing the global partnerships and will act as the primary administrative liaison between the University and all partners. The IPO will also be responsible for internal and external communications and organising events.

The Senior International Partnerships Senior Officer acts as the University's principal point of contact for all international partners and will maintain strong working relationships with the relevant Link Tutors, Faculty collaboration offices, the Faculty Directors of Internationalisation and Partnerships and with the coordinating officers in the University's Directorates and Offices.

KEY ACCOUNTABILITIES

Team Specific:

- Administration
 - Act as main contact point for partners in relation to non-academic enquiries: contractual and due diligence matters; registration issues, student surveys etc.
 - Managing global partnership databases, administrative processes and reporting
 - Coordinate partner support from professional services (IT & Library Services; Student & Academic Support etc.).

- Manage pre-population and dispatch of Annual Institutional Review forms to partners and ensure completed forms are returned.
- Communications and Compliance:
 - Keep partners apprised of general developments at the University of Greenwich.
 - Communicating branding guidelines with partners and monitor partner publicity and marketing materials to ensure we have an auditable trail.
 - Updating the website to reflect partnership development and enhancing the University's profile
 - Update partners on University of Greenwich policies in relation to policy and regulations
- Events
 - Coordinate all logistics for 2 annual link tutor forums for University staff a year - January and July (engaging staff from across the university- Education Development Unit, Greenwich Learning and Teaching, Faculties, Student Records, Admissions etc.);
 - In conjunction with the Global Mobility Team, coordinate inward and outward student mobility to and from partners
- Internal Communications
 - Develop web content specifically for current and prospective partners and make sure information is accurate
 - Share information across the university on overseas visits and potential for further internal collaboration
- External Communications
 - Produce quarterly newsletter for TNE partnerships for overseas partners
 - Develop web content specifically for current and prospective partners and make sure information is accurate
 - Coordinating inward and outward visits including overseas graduation attendance for designated partners.
- Generic

- Assist colleagues across the partnerships and global mobility office as needed at key times of the year and to provide cover during annual leave
- Any other duties as required to support the International Office

- Managing Self
 - Ability to plan and prioritise own workload is essential
 - Ability to work on own initiative without constant supervision
 - Actively seeking awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving. (I.e. cultural competence)

- Core Requirements
 - Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
 - Ensure compliance with Health & Safety and Data Protection Legislation;
 - Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way,
 - recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
 - Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

- Additional Requirements
 - Ability to deal with complex requirements across a multi-campus organisation
 - Ability to work across all three university campuses as required
 - Willingness to travel overseas as required for this post and over weekends (occasional)

Undertake any other duties as requested by the Senior Global Greenwich Manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working

hours, to ensure that International Office delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Support the university's international partnerships strategy.
- Successful collation of all TNE documentation for all partners so that the university is fully compliant with regulatory frameworks;
- Production of up-to-date webpages
- Self-reliance and able to work on own initiative
- Flexible in dealing with a wide range of tasks
- Production of minutes for relevant meetings;

KEY RELATIONSHIPS (Internal & External):

Internal: Global Greenwich Manager, International Partnerships Manager, Head of International Office, International Compliance and Contracts Officer, International Officers, Link Tutors, Faculty Directors of Partnerships and International, Collaborations Offices, Finance Division, Greenwich Learning and Teaching, Information and Library Service.

External: Collaborative Partner Institutions, the British Council, the European Commission, overseas regulatory bodies.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Management and development of relationships with overseas partner organisations in a university setting.
- International partnerships administration role in a university setting.
- Experience of handling large quantities of documentation.
- Development of systems to streamline processes

Desirable Criteria

- Personal experience of working or studying overseas.
- Experience of quality assurance role in a university setting
- Organisation of all logistical aspects of complex and large- scale events
- Student Mobility programme administration role in a university setting.
- Experience of producing newsletters and presentations for internal and external communications

SKILLS:

Essential Criteria

- Ability to communicate clearly and effectively, both orally and in writing, with a range of audiences;
- Excellent attention to detail and organisational skills;
- Ability to manage a varied workload and time management skills;
- Ability to work under pressure and escalate any crisis that develop in relation to partnerships
- Excellent IT skills and experience of managing contacts databases.
- Competent user of software packages including MS Word, Excel and PowerPoint

- Able to work on own initiative with minimal supervision.
- Using cultural competence to inform cross-cultural working, communication, problem solving and decision making

Desirable Criteria

- Awareness of data protection regulations, particularly when handling personal and sensitive data.

QUALIFICATIONS:**Essential Criteria**

- Minimum qualifications includes a good undergraduate degree from a recognised higher education institution, or equivalent experience.

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.