

JOB DESCRIPTION

Job Title:	International Partnerships Development Manager	Grade:	SG7
Department:	International Office	Date of Job Evaluation:	May2023
Role reports to:	Head of International Partnerships and Global Mobility		
Direct Reports	International Partnerships Officer International Partnerships Administrative Officer		
Indirect Reports:	None		
Other Key contacts:	International Office, Faculty Deputy Deans, Academic Quality Unit colleagues, Finance Team, Central Marketing, Global Mobility Team		
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 International Partnerships Development Manager (IPDM) is responsible for overseeing the maintenance of the University's current international partnerships across the globe as well as managing the International Partnerships Officers who will be the key liaisons for all current partners. The IPDM will be responsible for supporting and coordinating the development of new international partnerships.

The IPDM will maintain strong working relationships with the Faculty Deputy Deans, Link Tutors, the Quality team and with the coordinating officers and managers in the University's Directorates and Offices. They will contribute to the successful long-term stability of our global partnership portfolio and help achieve new strategy incentives.

KEY ACCOUNTABILITIES:

Team Specific:

Administration

- To implement and operationally manage systems for the effective management of international partnerships.
- Act as main contact point for new partners in relation to non-academic enquiries: contractual and due diligence matters; registration issues, student surveys etc.
- To project manage the development of new international partnership initiatives, working closely with the Head of International Partnerships,

Centre for Academic Quality Assurance (CAQA), relevant academic leads and the partner.

- To identify new solutions to improve existing and new service processes.
- Write proposals for potential partners, assisting with delivery of any new partnerships and ensuring agreements are maintained.
- Preparing and drafting reports; providing support for high-level meetings, undertaking desk-based research and giving updates on current partnership activity.
- Arrange multi faculty partnership meetings.
- Coordinate partner support from professional services (IT & Library Services; Student & Academic Support etc.).
- Coordinate inward and outward visits including overseas graduation attendance.
- Manage pre-population and dispatch of Annual Institutional Review forms to partners and ensure completed forms are returned.
- To organise and undertake overseas travel in support of partnership development, accompanying professional and academic colleagues.

Communications and Compliance

- Keep partners apprised of general developments at the University of Greenwich.
- Communicate branding guidelines.
- Monitor partner publicity and marketing materials, and to ensure that we have an audit able trail of checks having taken place regularly;
- Maintain webpages with up-to-date partner listings
- Update partners on University of Greenwich policies in relation to policy and regulations
- Maintenance of internal international accreditation/ validation register with contacts and collation and submission of forms and documentation to secure in-country accreditation

Events

- Lead on 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, Academic Quality Unit, faculties, Student Records, Admissions etc.);
- In conjunction with the Global Mobility Team, manage inward and outward student mobility to and from partners.
- Delivering various events and meeting with incoming staff, students, and alumni from relevant partner institutions.

Internal Communications

- Advise on international opportunities, identifying trends and options for advancing the university's profile and reputation.
- Develop web content specifically for current and prospective partners and make sure information is accurate
- Arrange regular meetings with Faculties and be the main point of contact for general queries on TNE within the university

- Share information across the university on overseas visits and potential for further internal collaboration
- To work closely with the Alumni, International recruitment, and marketing team to build and enhance the University's partnership brand overseas.

External Communications

- Undertake in-country research to inform business development activities and proposals for new partners
- Develop web content specifically for current and prospective partners and make sure information is accurate
- Lead for managing visits to university from overseas partners
- Proactive development of new and existing partnerships with international partners to cover areas such as progression and articulation agreements.
- Producing marketing material e.g. partnership brochures and creating content that promotes partnership offerings (through digital and physical material).

Generic:

- Assist with the running of the International Office and provide cover for colleagues on annual leave as required
- Any other duties as required to support the International Office

Managing Self:

- Ability to plan and prioritise workload is essential
- Ability to work on own initiative without constant supervision

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 campuses as required
- Willingness to travel overseas as required for this post and over weekends (occasional)

Undertake any other duties as requested by the line 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 Partnerships team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Support the university's internationalisation strategy ('Global Greenwich') which aims to develop multi-faculty partnerships;
- Successful collation of all TNE documentation for all partners so that the university is fully compliant with regulatory frameworks;
- Expertise developed and maintained for regulatory requirements in region;
- Support for online registration and timely delivery of transcripts and certificates;
- Production of minutes for relevant meetings;

KEY RELATIONSHIPS (Internal & External):

Internal: Faculty Deputy Deans, Associate Director Global Greenwich, Head of International Office, Senior International Compliance and Contracts Officer, International Officers, Link Tutors, Collaborations Offices, Finance Division, Academic Quality Unit, Information and Library Service.

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

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Proven experience of working in an UK HEI setting. • Management and development of relationships with overseas partners/clients in a university setting; • Proven experience of account management of multiple international partners/clients. • Awareness of trends and potential opportunities in transnational education. • International programme administration role; • Adept at handling large quantities of documentation. • Assist in development of systems to streamline processes. <p>Skills</p> <ul style="list-style-type: none"> • Ability to communicate clearly and effectively, both orally and in writing, with a range of audiences. • Ability to confidently present to large and knowledgeable audiences. • Excellent attention to detail and organisational skills. • Ability to develop close and effective working relationships with key internal and international external stakeholders. • Ability to manage a varied workload and time management skills. • Ability to liaise with and influence stakeholders, faculty, and university colleagues at all levels. • Budget management skills. • Ability to work in a team as the university will have two international partnership managers working closely together. 	<p>Experience</p> <ul style="list-style-type: none"> • Previous experience working in an international role involving extensive overseas travel and relationship building. • Awareness of trends in transnational education. • Identify potential new partners or programmes. • Organisation of all logistical aspects of complex and large-scale events. • Development and delivery of a successful International strategy. • Experience of quality assurance role in a university setting. • Showcased previous supervisory responsibilities. <p>Skills</p> <ul style="list-style-type: none"> • Awareness of data protection issues as the job involves dealing with confidential information. • Excellent IT skills and experience of managing contacts databases and updating

<ul style="list-style-type: none"> • Ability to work under pressure and escalate any crisis that develop in relation to partnerships. • Ability to interpret data and regulations to inform policy and systems. <p>Qualifications</p> <ul style="list-style-type: none"> • Minimum qualification includes a good undergraduate degree from a recognised higher education institution or equivalent professional qualification or experience. <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Qualifications</p> <ul style="list-style-type: none"> • Foreign language skills may be an advantage • Postgraduate or Professional qualification. CMI /management qualifications. <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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