Global Partnerships Manager

Department: Global Recruitment, Marketing and Admissions Directorate

Hours of work: 37 hours per week | Full time

Contract type: Open

Salary: Grade 6 | £38,448 - £46,970 per year

Grade: 6 **Ref**: 9106

Main purpose of the role

This role is based within the International Recruitment and Partnerships team within the International Recruitment, Partnerships and Mobility department (IRPM), and deals with setting up and supporting international teaching partnerships and TNE in strategically important regions of the world.

The role holder will bring a minimum of 2 years' experience of successfully developing and managing global articulation, progression teaching partnerships and TNE. Candidates should be driven and ambitious, with an interest in international affairs and higher education. They will be joining the team at a critical time in the growth of international activity at the University, and will work to support and develop teaching partnerships and TNE with international universities, and develop expert knowledge in particular regions.

The role will involve managing key projects in emerging areas of strategic importance, as directed by the Director of IRPM and other team managers, which are crucial to the University's institutional partnerships and aimed at the delivery of the University's Global Strategy.

This role requires strong engagement and a close working relationship with academic and professional support departments; the project management of incoming and outgoing delegation visits; and managing relationships with organisations across the globe.

The post-holder will also support relationships with national and international organisations, such as NGOs, businesses, think-tanks, policy-making agencies, and foundations in order to facilitate research and education connections.

The post holder will also provide analysis and briefing materials for senior staff, including senior members of the University, such as the Vice Chancellor and Pro-Vice Chancellors. They will also support the Director of IRPM and other team managers in the planning and organising of international visits/ delegations and high-level meetings, and support the facilitation of strategically important partnership networks.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

- Supporting the development of a range of new international teaching partnership opportunities identified by the team, third parties, or initiated as a result of supporting institutional synergies with existing partner universities.
- Supporting stakeholders through the development and approval process for international teaching partnerships and TNE.
- Leading service provision for key support functions in the teaching partnerships and TNE development and approvals process including monitoring the business tracker; taking ownership of inputting business cases; conducting necessary follow up with relevant internal and stakeholders,.
- Support with the identification of potential strategic partners in higher education and business to help establish teaching partnerships and TNE.
- Using software and CRM systems to map our engagement globally.
- Supporting team managers with briefings, administration, and events related to international partnership networks or research development funding streams of strategic importance (eg Worldwide Universities Network - WUN)

- Support with the preparation and circulation of institutional activity reports; dashboards; and information on institutional teaching partnerships and TNE.
- Support the management of the Global Partnerships section of the IRPM website.
- Playing a key role in liaising with colleagues across various academic departments that work with IRPM to build the number of teaching partnerships and TNE within their respective areas.
- Supporting the team with negotiations with international partners on developing teaching and business relationships.
- Project managing incoming visits by delegation from partner universities.
- Planning and leading institutional visits to partners.

2. University of York Responsibilities for Grade 6

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution

- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Hold a significant role in / Lead the delivery of projects or development work which contributes to University-wide initiatives

Health and Safety

- All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety & Emergency Procedures.
- Where you are responsible for line managing people you will have a key role in implementing Faculty/Department local health and safety management arrangements and monitor and check the effectiveness of them.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.

Person specification

	Essential/ Desirable
Role Specific	
Experience of successfully developing and managing international articulation, progression and teaching partnerships, and/or transnational education TNE projects.	**Essential**
Knowledge and understanding of the operating environment of a University.	**Essential**
Ability to prioritise and work to deadlines; strong organisational and task management skills; and a high degree of attention to detail.	**Essential**
Ability to write concise summary reports and briefings for managers and senior stakeholders	**Essential**
Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency, ability to make recommendations for improvements as identified and implement agreed changes.	**Essential**
Ability to analyse large amounts of data and information.	**Essential**
Ability to develop expert knowledge in strategic regions for University partnerships activity	**Essential**
Experience of project management.	**Essential**
Experience of relationship or account management	**Essential**
Demonstrable ability to work as part of a team	**Essential**
Excellent interpersonal skills including diplomacy and tact. Sensitivity to issues of cultural difference. Confidence in dealing with senior academic members of the University.	**Essential**
Highly motivated with the ability to take own initiative, be proactive and independent as well as organised and flexible	**Essential**
Willingness and ability to work out of core office hours when necessary and to undertake business travel domestically and overseas	**Essential**
Experience of working, studying or living overseas	**Desirable**
Experience of developing international partnerships in the higher education sector	**Desirable**
Good knowledge of global and current affairs	**Desirable**
Experience of managing budgets	**Desirable**
Knowledge of international research funding and government policy-making	**Desirable**

	Essential/ Desirable
University of York Person Specification for Grade 6	
Qualifications:	
Level 3 qualification. (Qualifications at this level include A levels. Please view the full list.) We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.	**Essential**
Skills - demonstrates the ability to:	
Taking ownership for / Hold a significant role in the delivery of distinct pieces of work e.g. leading a project	**Essential**
Gather, analyse, interpret and report complex data/information	**Essential**
Use digital technologies including Google applications and/or Microsoft Office	**Essential**
Communicate effectively in verbal and written formats, including the use of a variety of digital tools	**Essential**
Behaviours:	
Works collaboratively with others	**Essential**
Delivers a quality service	**Essential**
Develops self and others	**Essential**
Actively champions respect, inclusivity, equality and diversity	**Essential**
Identifies and implements continuous improvement	**Essential**