Job Profile

Post: International Partnerships and Agent Officer

Job number: 0001OXA

Reports to: Associate Director International and Admissions

Hours: Full-time – 37 hours per week.

Contract type: Permanent

Campus base: Based at Bishop Otter Campus but required to work at any centre where University business is conducted that is within reasonable distance of the campus base. There will also be a requirement for the post holder to support and attend University-wide events and this will include occasional evening and weekend work. This may also require some international travel.

Function of the Post:

The International Partnerships and Agent Officer plays a key role in supporting the delivery of the University of Chichester's international recruitment and partnership objectives. Working closely with the Chichester Global team, the postholder leads on the administration of international agent contracts, commission payments, and progression agreements, ensuring all activity is efficient, compliant, and aligned with the University's policies and sector regulations.

This role has responsibility for coordinating the University's network of international agents and academic partners, including the implementation of the Agent Quality Framework (AQF), due diligence checks, contract management, and performance monitoring. The postholder will also oversee progression agreement administration, maintaining accurate records, supporting partnership development, and ensuring agreements are promoted and implemented effectively across the recruitment pipeline.

In addition, the role provides financial and operational support to the international recruitment function, including commission reconciliation, supplier payments, CRM data management, and reporting.

This is a detail-oriented role, suited to someone who is highly organised, culturally aware, and confident working with international partners and internal stakeholders.

Principal Accountabilities:

- Coordinate the administration of international agent contracts, progression agreements, and partnership documentation, ensuring accurate record keeping, timely renewals, and compliance with the University's policies and sector regulations.
- Lead on the implementation of the Agent Quality Framework (AQF), including onboarding, due diligence, training, and annual performance reviews. Monitor agent activity and escalate issues or concerns where appropriate.
- Manage the processing and reconciliation of international agent commission claims, liaising with Finance to ensure accurate payments and resolving any issues promptly.
- Support budget tracking and financial processes for international activities, including raising purchase orders, processing invoices, and maintaining up-to-date financial records for audit purposes.
- Oversee the administration and promotion of international progression agreements, ensuring academic teams and recruitment staff are informed of pathways, entry criteria, and partnership obligations.
- Maintain accurate CRM records for all agents, partners, and progression agreements. Ensure data integrity, support targeted communications, and produce reports to inform recruitment strategy and operational planning.
- Act as the main point of contact for agent and partner enquiries, managing shared inboxes and ensuring a professional, responsive service.
- Support the planning and logistics for inbound and outbound partner visits, including itineraries, room bookings, hospitality, and freight arrangements.
- Contribute to the delivery of online and in-person recruitment activity, including agent training, international fairs, and applicant-facing presentations as required.
- Maintain up-to-date awareness of UKVI guidance and international recruitment regulations, referring queries to relevant colleagues when necessary.

Teamwork

- Understand and actively embrace the University's distinctive sensibility, the qualities, values and characteristics expected of everyone working for the University.
- Act as a responsible team member, leading where agreed, and develop productive working relationships with other members of academic and professional services staff.
- Contribute to and/or lead on team and departmental meetings, training and/or committees internally or externally.
- Collaborate effectively with colleagues across Admissions, Marketing, Finance, Chichester Global, and academic teams to ensure a joined-up and compliant approach to international engagement.
- Identify and recommend improvements to systems, processes, and communications that enhance the international partner experience and support the achievement of the University's recruitment goals.
- Work with colleagues and students to sustain and strengthen an inclusive, supportive, caring and authentic learning community.

Other duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. The list of duties in this job profile should not be regarded as exclusive or exhaustive and require a flexible approach to work. Please note that, in consultation with you, the University reserves the right to update your job profile to reflect changes in, or to, your post.

Equality, Diversity & Inclusivity

- Take responsibility for upholding and complying with the University's Equality, Diversity and Inclusivity policies and for behaving in ways that are consistent with fair and equal treatment for all.
- Take responsibility for own learning and engagement with equality issues and actions and consider the impact of their actions to ensure that they do not have a detrimental effect on achieving equality of opportunity.

The University believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued and respected. The University is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation, and to support this the University has a number of policies that staff should ensure they are familiar and compliant with. All policies are available on the University's Intranet. Any breaches may lead to termination of employment.

Health and Safety

Take responsibility for ensuring that workplace responsibilities within the University are carried out with full regard to, and in support of, the University's Health and Safety policies. This might include acting as Health and Safety Co-ordinator, Fire Warden, Risk Assessor, First Aider or other Health and Safety Representative.

Sustainability and Environment

The University is fully committed to sustainable development and environmental initiatives. It accepts its environmental responsibilities and recognises the contributions it can make to the resolution of global, regional and local environmental issues. The University will continuously seek to improve its environmental performance and will comply, as a minimum, with all relevant environmental legislation, regulations and codes of practice. All staff are required to support the aims of the University's Environmental & Sustainable Development Policy.

Data Protection

You will be responsible for ensuring that workplace responsibilities, within the department, are carried out in compliance with the requirements of the Data Protection legislation and the Employment Practices Data Protection Code, especially concerning confidentiality, treatment of personal information and records management.

Right to Work

The current British and European Law states that the University cannot employ a person who does not have permission to live and work in the UK. Immigration guidance is available at https://www.gov.uk/guidance/new-immigration-system-what-you-need-to-know. All new employees will need evidence of their right to work including evidence of settled status, pre- settled status or a valid visa. Please note the University is unable to financially support any visa applications.

This role is unlikely to meet the minimum standard required for skilled worker visa sponsorship. Rules around salary requirement are complex and we appreciate there may be many other routes for consideration. Information and guidance regarding visas and Right to Work evidence is available from the Government website https://www.gov.uk/check-uk-visa.

Disclosure Service Certification from the Disclosure and Barring Service

University staff may be required to hold Disclosure Service certification from the Disclosure and Barring Service (DBS). The University is a registered body with the Disclosure Service, reference

number 20537300005. Further information about the Disclosure and Barring Service is available from the DBS website at https://www.gov.uk/government/organisations/disclosure-and-barring-service

Principal Attributes and Person Specification:

Essential requirements are those, without which, the candidate would not be able to do the job. It is expected that the post holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Selection Criteria	Essential	Desirable
Knowledge and Qualifications		
Undergraduate degree or significant equivalent work experience.	●	
Knowledge of the UK Higher Education sector, including international student recruitment and the use of student recruitment agents.	●	
Knowledge of international qualifications and UKVI requirements (including Agent Quality Framework).		●
Skills		
Excellent IT skills including MS Office.	●	
Strong relationship-building abilities.	●	
Strong organisational and project management skills.	●	
Ability to communicate clearly in writing and deliver confident, engaging presentations to a wide range of audiences, while maintaining a high standard of customer service.	●	
A good standard of numeracy and literacy, and the ability to assess data and information.	●	
Ability to identify and resolve straightforward problems and manage competing priorities.	●	
Ability to apply relevant policies and procedures, as they affect the role.	●	
Strong interpersonal skills and cultural sensitivity.	●	
Experience		
Experience in supporting student recruitment activity, including event delivery, relationship management or international engagement.	●	
Experience working with international students, agents or partners.	●	
Experience using CRM systems or similar tools for tracking, evaluating, or reporting on activity.		●

Personal attributes		
Willingness to learn new skills, multi-task and be achievement orientated.	●	
A positive, helpful and flexible attitude to work.	●	
Ability to maintain confidentiality, deal with sensitive data and be discreet.	●	
A collaborative mindset and a willingness to support wider team goals.	●	
Ability to work flexibly, including evenings and weekends during peak periods.	●	

Salary Grade: 9
Date profile is raised: November 2026
Skilled Worker Route SOC Code: N/A

Together

We achieve