Job Title:	Head of International Relations (Interim role for 12 months)
Grade	**8**
Department	International Development Division | Directorate for the Student Experience
Reports to	Director of International Development
Date	October 2026

Job Purpose:

- To take a lead role in the development, co-ordination and implementation of the University's international relations activities, working with colleagues across the 3 Faculties. Providing leadership in international relations to enable the International Delivery Plan, with a strong focus on developing the University's approach to Trans National Education.
- To support the Director of International Development in developing and maintaining effective working partnerships with colleagues, students and external stakeholders, conducive to the University's strategic aspirations for student recruitment, international development and the student experience as set out in the International Delivery plan.
- As a member of the Directorate for the Student Experience's Extended Leadership Team, and as a senior leader in the wider Professional Services, to promote and advance the University's vision to provide an outstanding teaching, learning and student experience.

Principal Accountabilities:

- To assist the Director of International Development in providing leadership across the University for international relations activities, working in close co-operation with relevant Directorate for the Student Experience colleagues.
- To provide advice and guidance to University colleagues, including Faculty- and School-based managers and academic colleagues, on key issues concerning international relations activities and other relevant strategies.
- To play a key role in establishing and maintaining the University's reputation and profile nationally and internationally on issues relating to student recruitment and international development.
- To undertake benchmarking and contribute to the development of KPIs so that the University can exemplify and share best practice and learn from the experience of others.
- To contribute significantly to the development, implementation, evaluation and monitoring of the University's International Delivery Plan and associated policies and procedures, and to other relevant strategies.
- To lead on development and implementation of scholarships including for Equity and Merit scholarships for developing countries and Humanitarian Scholarships/Partnerships.
- To develop and manage the University's relationships with key international sponsors and stakeholders, and to promote and extend the University's influence in target markets.
- To lead, organise and direct the work of the International Relations Team so that its objectives are met and it operates efficiently and effectively.
- To promote a culture of excellent customer service and embed a performance culture within the International Relations Team, supporting these aims across the Division, Directorate and wider institution.
- To support wider University, Directorate and Divisional aims, working with the Director International Development and other appropriate University colleagues on matters of strategic importance.

Operational

- To take a lead role in the development of the University's International Delivery plan and activities, taking personal responsibility for specific strands in agreement with the Director.
- To implement, evaluate and monitor collaborative agreement arrangements in conjunction with other key central and Faculty- and School-based administration.
- To lead the Division's contribution to an integrated institutional approach to enhance the experience of international students from pre-arrival through to post-graduation.

- To develop, consolidate and manage the University's relationships with current and proposed international partnerships, including the University's Global Partners.
- To lead on the development of the University's provision for Placements and International Programmes, including the University's Erasmus+ Activity.
- To lead the co-ordination and management of high-profile events in the UK and overseas designed to raise the University's influence and reputation, and high-profile international inward visits to the University.
- To liaise with other central offices, including student services, careers, alumni and accommodation, to ensure that Directorate initiatives complement and interface with the work of those offices.
- To work with other members of the Senior Management Team to ensure that all functions of the Division are appropriately prioritised and implemented.
- To develop effective working relationships with colleagues across the University and operate in partnership with staff based in Faculties and Schools.
- To support compliance with and implementation of the University's risk management policies and procedures, particularly Health and Safety and information security, monitoring adherence to requirements.
- To undertake other duties required from time to time by the Director International Development, commensurate with the role's level of responsibility, including deputising in their absence.

Managerial

- As a member of the Division's Senior Management Team, to make a significant contribution to the effective and efficient management and development of the Division and to assist with the review of priorities.
- To optimise resource and effort within the team and deliver the University's objectives across the institution.
- To act as mentor and coach for other members of the Division and, where appropriate, colleagues elsewhere in the University.
- To provide effective and efficient leadership to the team, including supporting staff development to meet current and likely future organisational demands.
- To manage and be accountable for budgets assigned to the function, ensuring effectiveness and value for money.
- To line manage direct reports within the business function, ensuring effective leadership and management in their respective areas of responsibility.
- To be a member of the Extended Leadership Team of the Directorate for the Student Experience, making a wider leadership contribution towards the promotion and advancement of an outstanding teaching, learning and student experience.

Expectations and success factors common to all leadership roles in the DSE

- Promote respect and recognition of staff and students as individuals;
- Work to engender a culture that recognises and encourages the value of working in partnership with students and with each other;
- Be realistic and honest about expectations, options and solutions, and take ownership of the resolution of issues should they arise;
- Communicate with openness, respect and honesty, being visible, approachable and ready to listen;
- Provide students and staff with information, advice and guidance that helps them to make informed decisions;
- Demonstrate and encourage working across organisational boundaries both within and outside the DSE, particularly in partnership with Faculties and Schools;
- Seek new knowledge and share ideas, looking outside as well as in to inform and encourage personal development and stimulate debate;
- Be open and responsive to change and actively promote the value of innovation.

Internal and External Relationships:

Internal

- Membership of the Senior Management Team for the International Development Division and the Extended Leadership Team of the Directorate for the Student Experience.

- Close working relationships with relevant Directorate colleagues, Faculty- and School-based managers and academic colleagues, and staff in student services, careers, alumni and accommodation.
- Partnership working with staff across Faculties and Schools and with colleagues responsible for study abroad and exchange opportunities.

External

- Relationship management with current and proposed international partners, including the University's Strategic Partnerships.
- Relationship management with key international sponsors and stakeholders.
- Co-ordination of high-profile international events and inward visits, and representation of the University in target markets.

Knowledge, Skills and Experience Needed:

Qualifications

- Educated to degree level, with evidence of progressive professional development.

Experience

- Significant experience of leadership within higher education, including management of staff and resources.
- Proven record of effectively leading and managing teams.
- Significant experience of international partnership development activities, ideally with experience of Trans National Education initiatives, with a clear understanding of the issues and implications within higher education and the ability to use this knowledge in the practical implementation of University strategy.
- A track record of delivering results, including setting and achieving clear and challenging performance goals.
- Experience of managing projects, operations and resources within agreed parameters.
- Evidence of working collaboratively across organisational boundaries to achieve agreed goals.
- Evidence of a proactive approach to generating new ideas, seeing and seizing opportunities, and creating and communicating plans.
- Demonstrable experience of policy development and implementation.
- Experience of working in a customer-focused environment and delivering exceptional customer service to stakeholders.
- A strong background in the use of information technology and experience of deploying technology to improve procedures and provide new services.
- Demonstrated intellectual capacity to initiate, negotiate and implement major developments and find solutions to complex problems.

Skills and Competencies

- Strategic Insight – an ability to think in strategic terms and provide leadership.
- Change and Project Management – the capacity to innovate and support change management; the ability to develop and manage plans of work within the Divisional Strategy in support of the University's aims; and excellent project management skills in a demanding environment.
- Engagement and Communications – excellent communication and interpersonal skills to engage and influence colleagues across the University, translate strategy into practical outcomes and represent the University externally.
- Leadership – excellent leadership, team-building and decision-making skills, combined with the ability to motivate staff within an ethos of individual and collective responsibility and exemplary service delivery.
- Teamwork – the capacity to be a constructive team player.
- Management – the ability to manage and control a significant budget, with an understanding of financial management, and to manage and prioritise workload to meet requirements and deadlines on a similar scope and scale to the role.
- Analytical Thinking and Problem Solving – numerical and financial ability appropriate to the role; analysis of management and benchmarking information to determine root causes or trends; and generation and implementation of creative and innovative solutions.

- People Management – the ability to manage people through objective setting and performance review, with a track record of impactful team development and sound knowledge of staff training and development.
- Personal Development – self-motivated, with a commitment to continuing professional development.

Additional Requirements

- The post requires a considerable amount of overseas travel. The appointee must be prepared to undertake such travel and to work outside regular office hours, including weekends, as necessary. The University operates arrangements to recognise this working pattern and support an appropriate balance between working and non-working time.