

Job Description

Global Partnerships Officer

International Directorate, Global Partnerships Unit

Grade E

Full Time, Permanent

	Duties of the role
Overall purpose of the role	<p>The Global Partnerships Officer will have a key role in supporting the management and operation of the University's TransNational Education (TNE) partnerships in accordance with the University's International Strategy.</p> <p>The post holder will work closely with international academic leads and professional services staff with a focus on managing a portfolio of existing academic partnerships and building the necessary relationships to maximize their potential. As part of the wider role you will provide professional advice, guidance and support to internal and external stakeholders on a range of operational and quality issues which affect the University's collaborative provision.</p>
Main duties and responsibilities	<p>Collaborative Partner Account Management:</p> <ul style="list-style-type: none"> Manage a portfolio of allocated 'collaborative accounts' formulating an annual 'account management and engagement plan' to ensure oversight of the collaborative contract and maximising the potential of the partnership arrangements. Act as first point of contact for collaborative partners, channeling queries and communicating outcomes of action to partners. Work with Faculties and Academic Quality Services to support the development and approval of new business opportunities within allocated accounts. Undertake visits to overseas collaborative account(s) representing the University in a professional manner, providing timely accurate advice, expertise and guidance as required, and report on current matters to relevant stakeholders. Develop close working relationship with academic 'Link Tutors' allocated to collaborative accounts and other key internal stakeholders involved in operationalizing the partnership to ensure exchange of knowledge, identify areas for support and improvement and sharing of good practice. Supporting the negotiation of contract variations and renewal for existing partners, liaising with partner contact and DMU Legal as appropriate. Undertake regular reporting on allocated accounts in order to assist in the assessment of the ongoing financial and strategic value of current arrangements. Liaison with partner and DMU Collaborative Partner Records Team (CPRT) to ensure accurate and timely invoicing of partner payments in accordance with partner contractual arrangements, monitoring and reporting outstanding payments as appropriate.

Duties of the role

Quality Assurance:

- Support the coordination of collaborative partner and programme approval and review activity in accordance with agreed timelines and quality processes, working closely with Academic Quality Services, partner institutions and Faculty staff. To include coordinating timely submission of documentation, arrangements for approval visits to partner institutions and related follow up activity.
- Ensure timely submission of Annual Quality Monitoring returns
- Support partners in responding to any in-country registration or accreditation activity related to DMU provision offered.
- Ensure the programme and partner suspension and closure process is actioned and appropriate records maintained.

Collaborative Provision

- Maintain and develop working relationships with Faculties, Professional Services and Student Union to improve partnership arrangements between collaborative partners and enhance the collaborative student experience.
- Represent the team at University collaborative provision meetings to provide current knowledge on the status of specific and current partnership matters.
- Contribute to partner communication strategy, e.g. through developing content for GPU partner newsletter and GPU website.

Other:

- Promote and exhibit DMU values and be a role model for the university's code of conduct.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

This job description reflects the main duties and responsibilities of the post. However, the post holder may be required to fulfil other ad hoc duties commensurate with the level of the post from time to time.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	First degree or experiential equivalent	Essential		A			D
	Postgraduate qualification or experiential equivalent		Desirable	A			D
Previous Work Experience	Experience of working in the higher education sector and the operation of academic partnership arrangements	Essential		A		T	
	Experience of planning and delivering presentations		Desirable	A	I	T	
	Experience of devising and improving systems and processes		Desirable	A	I		
	Experience of project and events management		Desirable		I		
Specific Knowledge/ Skill/Abilities/ Motivation/ Attitude Required	High standard of written and verbal communication skills	Essential		A	I		
	A motivated self-starter who uses own Initiative and has proactive, problem solving approach to work	Essential		A	I		
	Ability to write clear and concise reports encompassing complex issues and analysis of financial data	Essential		A	I		
	Excellent organisational skills with ability to prioritise and manage own workload	Essential		A	I		
	Willingness to support others and work as part of a team	Essential		A	I		
	Ability to build and maintain good working relationships with a high degree of professionalism, both internally and externally	Essential		A	I		
	Ability to work accurately under pressure and to tight deadlines	Essential		A	I		
	Competence use of full suite of Microsoft office, including use of SharePoint and MS Teams	Essential		A			
	Commercial awareness and understanding of the principles of business development		Desirable	A	I		
	Knowledge and understanding of quality assurance and enhancement principles and		Desirable	A	I		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Additional Requirements	Active engagement with personal development	Essential		A	I		D
	Requirement to travel overseas	Essential		A	I		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**