

## **International Partnerships Officer – International Partnerships – Grade E**

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### **Job Description**

#### **Purpose**

The postholder will play a central role in the delivery and maintenance of an effective compliance framework for the International Partnerships Teams and relevant stakeholders across the University, maintaining the highest level of administrative support related to international partnership contracts.

#### **Duties**

1. To provide comprehensive, professional and proactive contract support to members of the International Partnerships and Study Abroad Teams, and relevant internal and external stakeholders across the University.
2. To work closely with the University's Legal Team and Schools in drafting collaborative contracts.
3. To ensure that requests for contracts are compliant with all current University procedures and external legislative requirements (e.g. GDPR).
4. To provide timely and accurate advice and guidance to colleagues within Schools and Faculties and to deliver training as appropriate.
5. To monitor and maintain the legal contracts database and to produce reports on the status of contracts on behalf of the Director of Partnerships (UK and International).
6. To provide regular updates to all relevant internal and external stakeholders (including Deans of Schools, Directors, International Leads, Finance, AQC, Overseas Partners) on the status of contracts and associated issues relating to their areas.
7. To manage an accurate, comprehensive records system to produce metrics, data, information and reports, coordinating the delivery of supporting action plans as appropriate.
8. To design and implement procedures for the efficient renewal of current and follow up of unreturned contracts.
9. To coordinate activities, resources and information dissemination to ensure the highest standards of service provision.
10. To contribute to the development and maintenance of standard operating procedures ensuring that the International Partnership contract system is efficient and fit for purpose.
11. To provide additional support to the International Partnership Project Managers and Director of Partnerships (UK and International) as required.
12. To undertake any other duties commensurate with the post and grade, as directed by the Director of Partnerships (UK and International).

### **Person Specification**

#### **Knowledge, Skills, and Behaviours (Essential)**

- Experience of working within international partnerships and/or an international student recruitment environment (Application/Interview).
- A levels or equivalent experiential learning (Application).
- Excellent interpersonal and communication skills with evidence of building effective working relationships at all levels and communicating across a wide range of internal and external audiences (Application/Interview).
- Highly organised and self-motivated, with the ability to work efficiently with minimal supervision or within a team and able to find solutions to complex issues as they arise (Application/Interview).
- Strong IT skills and experience of using Microsoft Office packages (Application/Interview).
- Excellent customer service skills, with an understanding of, and sensitivity to, issues relating to international students (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

#### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working within international partnerships within an education institution (Application/Interview).
- Experience of working with a CRM system and associated business processes (Application/Interview).
- Experience of working in a legal office and/or environment (Application/Interview).