

Job Description

Job title	Global Partnerships Quality Manager
School / department	Global Partnerships Office
Grade	Grade 7
Line manager	Head of the Global Partnerships Office
Responsible for	Global Partnerships Operations Administrator

Main purpose of the job

This role will be based in the Global Partnerships Office, which is responsible for supporting the growth and operational delivery of the University's UK and international partnership work. The Global Partnerships Office is a highly valued team, and the growth and success of global partnerships is a key component of the University's strategic plan.

The key focus of this role is to manage and co-ordinate key activities relating to the assurance of all aspects of academic quality and standards across the University's academic partnerships, which includes franchise/subcontract and validation partners in the UK and overseas. This involves close liaison with the University's Academic Quality and Standards Office.

The remit of the role includes occasional travel within the UK and overseas.

Key areas of responsibility

This Job Description sets out a range of duties that will be undertaken by the post holder within the Global Partnerships Office.

The post holder will report to the Head of the Global Partnerships Office but will also liaise closely with the Director of Global Partnerships, the Dean of Academic Partnerships (UK) and colleagues in the University's Academic Quality and Standards Office.

The team operates in a dynamic environment, so flexibility, being comfortable with autonomy and a 'can-do' attitude are key requisites.

The main purposes of the job are:

1. Act as a key source of expert advice on the University's quality assurance arrangements for all UK and overseas partnerships (in consultation with the Academic Quality and Standards Office, as appropriate).
2. Pro-actively manage the support for all academic partners on matters relating to academic quality and standards on a regular and ad-hoc basis, including:
 - a. Provide clear written and verbal guidance to academic partners;
 - b. Monitor academic partner performance, in particular to lead on the monitoring of outcomes and action plans from all Annual Partnership Reviews and Partnership Contract Reviews;
 - c. Liaise with the Head of the Global Partnerships Office, Director of Global Partnerships and Dean of Academic Partnerships (UK) regarding strategic development of new academic partnerships, short courses and degree programmes;
 - d. Liaise with the Academic Quality and Standards Office to conduct audit and approval activities relating to academic partnerships. This includes chairing formal approval panels where required;
 - e. Lead on the collation and submission of internal documentation relating to course closures at

- academic partners;
- f. Lead on the collation and submission of external annual or periodic monitoring requirements, and other documentation to overseas education bodies/agencies.
3. Manage and supervise the work of the Global Partnerships Operations Administrator.
 4. Maintain up to date and accurate knowledge of national and overseas Higher Education academic quality and standards policy and good practice, in order to inform academic partnership operations and developments at the University.
 5. Work with the Head of the Global Partnerships Office to oversee and support academic partnership monitoring activities, including Annual Partnership Reviews and Partnership Contract Reviews.
 6. Support key University colleagues on the development of policy and strategy in relation to partnership quality assurance and enhancement, including the development of protocols and frameworks, guidance materials and toolkits.
 7. In liaison with the Head of the Global Partnerships Office, Director of Global Partnerships, Dean of Academic Partnerships (UK) and other key internal stakeholders, lead on the regular review and updating of existing partnership materials in relation to quality assurance, compliance and operational matters.
 8. In liaison with various stakeholders, proactively support the organisation of the annual Academic Partnerships Conference.
 9. In liaison with the Head of the Global Partnerships Office and the wider Global Partnerships Team, review and advise on required updates to existing partnership materials, including the Global Partnerships Operations Manuals.
 10. Be responsible for the design of the University staff and international partner staff development on quality assurance processes relating to partnership working, including the development of training toolkits.
 11. Lead on appropriate training for academic partners and internal stakeholders, and log all centrally organised training provided to partners.
 12. Represent the Global Partnerships Office on internal committees and working groups, including School/College Quality Committees, and report key matters and updates to Global Partnerships colleagues as appropriate.
 13. Act as Secretary to the University's Academic Partnerships Committee.
 14. Carry out any other duties of a similar nature and of a commensurate level, as determined from time to time by the Pro Vice-Chancellor (Business Development) and the Head of the Global Partnerships Office.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<ul style="list-style-type: none"> • First degree or relevant equivalent professional experience 	<ul style="list-style-type: none"> • Postgraduate degree • HEA Associate Fellowship or Fellowship
Knowledge and experience	<ul style="list-style-type: none"> • Extensive experience of working for an FE or HE educational provider in a HE quality assurance role • Comprehensive understanding and knowledge of the UK Higher Education regulatory framework and related academic quality and standards operations • Experience of working on own initiative and with demanding workload • Knowledge of academic partnerships operations and the related regulatory requirements and conditions • Experience of planning and managing a project to completion 	<ul style="list-style-type: none"> • Experience of academic partnerships operations • Experience of working at a strategic level with senior stakeholders • Experience of line management
Specific skills to the job	<ul style="list-style-type: none"> • Culturally and internationally astute, with excellent negotiation and relationship building skills • Internal and/or external audit/ review experience • Expertise in academic quality and standards management matters • Expertise in teaching, learning and assessment matters 	
General skills	<ul style="list-style-type: none"> • Confident and highly engaged self-starter • Excellent communication and interpersonal skills (particularly relationship skills) • High level skills in skills in analysis and report writing • Able to work to tight deadlines • Detail and accuracy orientated • Ability to work successfully as part of a team • Excellent organisation and project management skills • A demonstrable commitment to equality, diversity and inclusion principles 	

Other	This role will require occasional travel to partner sites within the UK and overseas, so the postholder must be willing to spend time away from home and have a degree of flexibility where this is required. A valid passport is essential.
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Disclosure and Barring Scheme	This post does not require a DBS check
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Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

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