

Job Description

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| Job title | Global Partnerships Operations Administrator |
| School / department | Global Partnerships Office |
| Grade | 4 |
| Line manager | Deputy Head of the Global Partnerships Office |
| Responsible for | N/A |

Main purpose of the job

The key focus of this role is to support the operations and administration of the University's current academic partnerships in the UK and overseas. The post holder will support key areas including student lifecycle milestones, quality assurance activities and communication with partners. The main purposes of the job include maintenance of records relating to Global Partnerships operational activities, coordinating partnership monitoring, and supporting the organisation of key events and meetings with academic partners and internal stakeholders.

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 Deputy Head of the Global Partnerships Office (Operations) but will also liaise closely with the Operations Managers and the Global Partnerships Officer. 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. Maintenance of records relating to Global Partnerships operational activities including:
 - a. Partnership data on the student records system
 - b. Course dates;
 - c. Enrolment and induction dates;
 - d. Assessment Board dates;
 - e. Contracts
 - f. Invoices

Coordination with relevant internal stakeholders on the delivery of the above
2. Coordinating Quality Assurance activities for partnership monitoring including:
 - a. Coordination of Partnership Review and Partnership Contract Review activities and meetings, liaising with the relevant internal and external stakeholders
 - b. Notetaking for Partnership Reviews and any required action plans;
 - c. Administration for follow-up reviews and action plan meetings;
 - d. Support the monitoring of ongoing actions;
 - e. Collating relevant quality assurance reports relating to partnerships.
3. Coordinating activities for partnership development including:
 - a. Liaison with the Academic Quality and Standards Office with regard to site-visits and validation events and activities;
 - b. Liaison with the Academic Quality and Standards Office with regard to Partnership and Course Approvals activities

- c. Supporting the organisation of, and writing minutes for, partnership quality audit and approval events (where requested);
 - d. Liaison with the Academic Quality and Standards Office and Academic Partnership Link Tutors with regard to formal approval of CVs of partner teaching staff.
4. Coordinating and undertaking annual checks for each partner for monitoring purposes including:
 - a. Formal agreement (contract) is in place;
 - b. Support and coordinate annual due diligence checks (financial, legal, internet searches);
 - c. Checks that the partner has all relevant policies
 - d. Information held about the partner on the Academic Partnerships Register and public website is checked and up to date;
 - e. Confirmation that the partner's published information/material is accurate and CMA compliant;
 - f. Records of partner's planned or approved developments and/or course amendments;
 - g. Records of any training provided to the partner;
 - h. Records of partnership closure arrangements (where applicable).
 5. Maintaining databases/spreadsheets of existing partnerships and contractual terms including:
 - a. Tracking contracts due for renegotiation and renewal for monitoring purposes;
 - b. Maintaining and updating records and copies of contracts relating to partnership development activity;
 - c. Maintain Academic Partnership Link Tutor (APLT) records;
 - d. Maintaining and updating records relating to partnership operational activity.
 6. Support the maintenance of Global Partnerships Risk Registers.
 7. Liaise with current and potential partners to review their marketing materials (print and online) advising on appropriate marketing messages and branding in accordance with UWL marketing guidelines.
 8. Support the organisation of the annual Academic Partnerships Conference attended by academic partners from around the world.
 9. Raising purchase orders and processing invoices as required.
 10. Organisation of and provision of support to meetings with current academic partners.
 11. Organisation and support to regular meetings with Schools and College Heads to plan and track future activity and review performance of existing relationships.
 12. Maintain the Global Partnerships webpages for public information in liaison with the Marketing and Communications Team and maintain the Global Partnerships Office internal SharePoint site for the provision of accurate information to partners and internal stakeholders.
 13. Provide the first point of contact for all current Global Partnerships enquiries (internal and external).
 14. Manage the Global Partnerships Office documents and file storage on SharePoint (for operational and quality activities).
 15. Manage the Global Partnerships Office central e-mail account in liaison with colleagues in the team.
 16. Manage global and individual partnership communications to partners via email, SharePoint, Microsoft Teams, telephone etc. as requested, and support the production of the monthly Global Partnerships

Newsletter to partners.

17. Organise overseas and UK travel for academic colleagues and the Global Partnerships Office, where appropriate, and arrange inward visits from partners as required.
18. Carry out any other duties of a similar nature and of a commensurate level, relating to the broad scope of the position, as determined by the Line Manager.

Person Specification

| Criteria | Essential | Desirable |
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| Qualifications and/or membership of professional bodies | <ul style="list-style-type: none"> • First degree or equivalent relevant professional experience | |
| Knowledge and experience | <ul style="list-style-type: none"> • Prior experience of working at a high level within an administrative function • Experience of working in an office environment as part of a client-focused team • Experience of oral and written communication at a professional level • Experience of handling and managing data, including online file storage and document sharing | <ul style="list-style-type: none"> • Experience of working for an education or training provider, ideally in an FE or HE setting • Experience of working in an academic administration and/or registry-related role |
| Specific skills to the job | <ul style="list-style-type: none"> • Well-developed writing skills • Proficient in Microsoft Office • Attention to detail and high written accuracy • Excellent oral communication skills • Excellent planning, organising and scheduling skills • Experience of using corporate systems for education purposes, for example, a student records system • Good data management, analysis and data presentation skills | <ul style="list-style-type: none"> • Event management experience • Understanding of registry functions and/or quality assurance in a HE setting |
| General skills | <ul style="list-style-type: none"> • The ability to build positive relationships with people from diverse backgrounds and at all levels in an organisation • Customer service skills and ability to service enquiries from a diverse range of clients • Highly self-motivated, organised and undertakes tasks with a methodical approach • Experience of using initiative in the working environment • Ability to plan and organise meetings • Ability to work successfully as part of a team • A demonstrable commitment to equality, diversity and inclusion principles | <ul style="list-style-type: none"> • Ability to take appropriate notes or formal minutes of meetings |

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| Other | |
| Disclosure and Barring Scheme | This post does not require a DBS check |
| <p>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.</p> <p>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.</p> | |