

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Global Engagement Manager

## **College/Department**

Provost Learning and Teaching: Global Engagement

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0239-24

## **Salary**

£36,725 to £39,800 per annum (for exceptional performers, there is scope for further progression up to £50,600 per annum).

## **Reports To**

Associate Provost (Global Engagement)

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

The Global Engagement Manager will work with colleges and colleagues at the University to contribute to the successful planning, development, and delivery of new and existing international collaborative activities under the new Global Engagement Strategy.

Through liaison with the University’s collaborative partnerships, the post holder will support the Associate Provost (Global Engagement) in the delivery of wider elements of the University’s Global Engagement Strategy such as international mobility, internationalisation of the student experience and the provision of global opportunities for students. The post holder will be expected to support multiple partnerships simultaneously, which will include the management of multiple stakeholders, both internally and externally.

## **Principal Accountabilities**

### **Global Partnerships Development**

1. Direct and support the University’s Colleges and other stakeholders in the development of global partnerships through the provision of market intelligence and knowledge.
2. Manage/evaluate partnership enquiries received by the University and conduct initial due diligence relating to potential/new partnerships activity to ensure that the potential/new partners’ mission and values align with those of the University and the Global Engagement strategy.
3. Support academic and professional services colleagues in taking new partnership development through the University approval process.
4. Own and direct activities aimed at advancing the University’s strategic positioning in specific target market overseas with a focus on growing strategic partnerships in these markets/regions.

### **Partnership Management**

1. Responsible for the coordination, progression, and oversight of a portfolio of assigned partnerships, working effectively with colleagues from across the University to meet deadlines and with a focus on providing an excellent partner experience.
2. Undertake frequent risk assessments on existing partners, feeding outcomes into the University’s Risk Register and highlighting any findings that should be considered as part of decision making to stakeholders.
3. Support all stakeholders (both internal and external) by coordinating key activities as required ensuring the smooth transition of the collaboration in instances where a partnership model crosses multiple University Colleges.
4. Oversee the performance of all partnerships, providing early notification of any potential changes to the partnership status.
5. Where required, liaise with relevant internal and external stakeholders to co-ordinate the completion of partnership applications to meet the requirements for providing education within a country/region (e.g., Ministry of Education/ International Quality/Qualifications Authorities).
6. Engage with partnership relationships and projects related to partnership working (e.g. Higher Education networks, funded projects, facilitating activity between internal stakeholders and partner institutions).
7. Keep up to date with sector knowledge relevant to portfolio of assigned partnerships.

### **Relationship Management**

1. Build and maintain excellent relationships with partner organisations as well as within Global Engagement, the University Colleges, and the wider University.
2. Effectively manage stakeholders’ expectations using a variety of communication tools to facilitate successful partnerships delivery.
3. Support assigned project teams to ensure successful partnership delivery, which may include external staff from partner organisations, consultants, and other external stakeholders.

### **Staff Resources**

1. Line management of direct reports, promoting effective people management practices that ensure staff are engaged and aligned to achieve effective outcomes in pursuit of the University’s strategic ambition.
2. Undertake and in some instances lead relevant staff development activity to build the capability and professionalism of Global Engagement and internal/external stakeholders.

### **Values**

1. Promote and exemplify the University’s Core Values and underpinning Behaviours and attributes associated with the role, Global Engagement, and the University.
2. Promote equality and diversity of students and staff and sustain an inclusive and supportive study and work environment, in accordance with the University’s policy.

### **Other**

1. Work flexibly and undertake any other duties, as required, commensurate with this role

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Honours degree or equivalent relevant experience

#### **Experience**

* Demonstrable experience in the development and subsequent implementation of robust systems, processes, procedures and other infrastructure required to support the University’s Transnational Education (TNE) and UK collaborative partnerships.
* Experience of progressing collaborative provision arrangements relating to TNE and UK partnerships, including knowledge of OfS/QAA requirements
* Experience of building market intelligence and developing market reporting in key TNE markets.
* Experience of managing multiple tasks of differing scale and complexity at the same time
* Demonstrable experience of managing partnership activity within a HE environment
* Experience of building and maintaining strong working relationships with stakeholders
* Experience of supporting the identification of potential new markets and partnership opportunities based on sector knowledge and the effective evaluation of background data
* Demonstrable administration experience including use of Microsoft Office products
* Experience of inputting into the design and implementation of processes that support collaborative partnerships between external organisations and UK HEIs
* Experience of effective liaison with existing and potential business partners, ensuring the maintenance of successful working relationships within and between institutions

#### **Skills, Knowledge & Abilities**

* Strong ability to continually provide an outstanding level of Customer Service and Client Relationship Management
* Excellent interpersonal skills and communication talents, with the ability to liaise effectively at all levels within a higher education institution and externally
* Consistent and reliable organisation, time management and prioritisation skills
* Confidence to motivate colleagues and influence stakeholders
* Ability to work under pressure and to tight deadlines, without compromising on quality
* A meticulous eye for detail

#### **Business requirements**

* A willingness to work occasionally unsociable hours (inc Weekends)
* A willingness to undertake occasional travel, both UK and International

### **Desirable Criteria**

#### **Experience**

* Membership of and engagement with sector wide bodies with a focus on TNE and International Engagement.
* Knowledge of project management methodologies and tools
* Experience of contract management

#### **Skills, Knowledge, and Abilities**

* Strong negotiation and persuasion skills
* Project management and tracking

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)

# **Our People**

The University of Derby is committed to promoting equality, diversity, and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.