



1. Advertisement

Post Title: Partnership Officer x 2

School/department: Division for the Student Experience/ Academic Quality & Partnerships

Hours: Full time or part time hours considered up to 36.5 hours per week.

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 8484

Salary: Starting at £26,341 to £30,497 per annum, pro rata if part time

Placed on: 10 May 2022

Closing date: 07 June 2022. Applications must be received by midnight of the closing date.

Expected interview date: TBC

Expected start date: As soon as possible

The Academic Quality and Partnership team within the Division for the Student Experience is seeking to appoint two Partnership Officers who will support the operation, management and development of quality assurance and enhancement policies and procedures that support the University's strategic UK and international partnerships. The successful candidates will ideally have knowledge and experience of the delivery of quality assurance processes and procedures in an HE setting; excellent administrative and interpersonal skills and an eye for identifying opportunities for service enhancement and improvement.

For an informal discussion please contact Denise Cooper
(<mailto:D.S.Cooper@sussex.ac.uk>).

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The Division

The Division for the Student Experience provides a range of administrative, academic and support services focused on improving the student experience, both directly to students and also to colleagues in Schools and Departments. Our services include:

- Academic quality and curriculum development and oversight of the University's UK collaborative provision
- Support to key University Committee's including the Education Committee
- Development of academic policy and procedures, including assessment regulations
- Student registration and ongoing maintenance of student records
- The management of student progress and assessment including the organisation of all formal examinations for UG, PGT and PGR students

- The management of student complaints and appeals and compliance with UKVI regulations related to students.
- Student engagement and enhancement including initiatives which form a key platform of our Access and Participation Plan
- Educational enhancement including technology enhanced learning and online distance learning
- Statutory data returns including HESA
- Student advice and guidance including disability, money and international students
- The provision of wellbeing and therapeutic support to students including those in our residences
- Careers, employability and entrepreneurship
- Timetabling of teaching and management of room bookings
- The University Chaplaincy
- The Sussex Regional ACCESS Centre

3. Job Description

Job Title:	Partnership Officer
Grade:	5
School/Division:	Student Experience/Academic Quality & Partnerships
Location:	Sussex House
Responsible to:	Partnership Manager
Direct reports:	N/A
Key contacts:	Academic and Professional Service staff in schools Academic and Professional Service staff in partner institutions Professional service staff in relevant UoS Divisions

Role description:

To support the operation, management and development of quality assurance and enhancement policies and procedures that support the University's strategic UK and international partnerships.

The post holder will administer the annual business cycle for a designated portfolio of partner institutions, providing professional guidance to the University's partner institutions on the application of policies and procedures. This includes supporting institutional recognition, course development, course validation, annual monitoring, assessment, and related quality matters. The Partnership Officer also has event management responsibilities for one or more of the University's annual partner networking events.

PRINCIPAL ACCOUNTABILITIES

- 1. To provide support for the development of quality assurance policy and procedures in designated areas of responsibility.**

2. **To support the Partnership Manager, partner institution staff, School Directors of Teaching and Learning and professional service staff in implementing academic policy, procedures and systems. In particular, to support the conduct of annual monitoring, course development and approval, institutional recognition, course re-validation and Progression and Award Boards.**
3. **To work collaboratively as part of a wider team of administrative officers as required to develop office systems and business processes to support the work of Academic Services.**
4. **To undertake research and analysis and draft reports as required.**
5. **To undertake other projects as required from time-to-time.**

KEY RESPONSIBILITIES

1. **To provide support for the development of quality assurance policy and procedures in designated areas of responsibility.**
 - 1.1 To support the Partnership Manager in their role concerning the development of policy and procedures to meet internal and external stakeholder requirements in designated areas of responsibility.
 - 1.2 To support the delivery of the University's quality assurance and enhancement objectives, as directed by the Partnership Manager.
 - 1.3 To project manage specific initiatives as required.
 - 1.4 To work in partnership with departmental colleagues, members of the wider Academic Services team and Professional Services teams as required.
2. **To support the Partnership Manager, partner institution staff, School Directors of Teaching and Learning and professional service staff in implementing academic policy, procedures and systems. In particular, to support the conduct of annual monitoring, course development and approval, institutional recognition, course re-validation and Progression and Award Boards.**
 - 2.1 To support the Partnership Manager and HE staff in designated partner institutions in their preparations for annual monitoring, course development and approval, institutional recognition, course re-validation and Progression and Award Boards, providing an efficient service-oriented approach.
 - 2.2 To ensure the delivery of effective administrative support to partners in the management of review and course approval events and to act as clerk to review and validation panels, taking minutes and writing reports.
 - 2.3 To ensure that actions arising from review and validation events are managed effectively and accurately recorded in the University's business information systems, as required.
 - 2.4 To support the Partnership Manager in case work; designated areas of policy and regulatory development; activities and projects as required.
3. **To work collaboratively as part of a wider team of administrative officers, as required, to develop office systems and business processes to support the**

work of Academic Services.

- 3.1 To work as directed to establish and maintain information on the internal and external University's website to meet stakeholder requirements; ensuring information is accurate, concise and provided in a timely manner to comply with institutional standards of publication and to meet external regulatory requirements.
- 3.2 To ensure information on partner websites is accurate with respect to course information, quality assurance and enhancement policy and procedures and to advise the Partnership Managers, the Head of the Academic Quality and Partnerships and partner HE staff on the maintenance of information in this area.
- 3.3 To manage information and business systems in support of the work of the team; to improve service delivery to partners, colleagues in Schools and other Professional Services and to lead developments and improvements in these areas as required.

4 To undertake research and analysis and to draft reports as required.

- 4.1 To undertake research and analysis as directed to support the work of the Office.
- 4.2 To support the Partnership Manager and the Head of the Academic Quality and Partnerships by making early drafts of research findings, revised and new policies and procedures.
- 4.3 To take personal responsibility for continuing professional development and to ensure appropriate engagement in national networks as required.

5. To undertake other projects and duties as required from time-to-time.

This Job Description sets out current duties of the post. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Ability to take the initiative and be pro-active.
- Ability to prioritise tasks and meet deadlines.
- Excellent interpersonal and customer service skills, diplomacy and persuasiveness.
- Excellent oral and written communication skills, the ability to write to a high standard of accuracy and detail.
- Ability to confidently express points to peers and members of partner institution or School management.
- A first degree or equivalent qualification or relevant alternative experience
- Good IT skills or willingness to develop skills in this area.
- Demonstrable commitment to personal and professional development relevant to the role.

- Demonstrable service orientation together with a “client/customer” focus.
- Commitment to learn new skills and to keep abreast developments in the sector relevant to the post.

ESSENTIAL ROLE-SPECIFIC CRITERIA

- A good understanding of current policy and climate in HE both nationally and internationally; along with an understanding of the regulatory issues and current challenges relevant to HE.
- Demonstrable experience in a quality assurance and/or enhancement role in a higher education environment.
- Experience of developing systems and business processes to improve service delivery.
- Demonstrable service orientation together with a “client/customer” focus.
- Good interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels

DESIRABLE CRITERIA

- Knowledge of curriculum design and development.