1 Advertisement

Post Title: Partnership Officer
School/department: Student Experience
Hours: 0.4 FTE / 14.6 hours
Hours of work, Monday and Tuesday. Requests for flexible working options will be considered (subject to business need).
Contract: permanent
Reference: 5132
Salary: starting at £25,941 to £30,046 per annum, pro rata
Placed on: 26 January 2021
Closing date: 16 February 2021. Applications must be received by midnight of the closing date.
Expected Interview date: TBC
Expected start date: TBC

The University of Sussex is seeking to appoint an enthusiastic and highly motivated Partnership Officer to support the annual business cycle for courses delivered by external partner institutions. This includes curriculum development, clerking committees and course validations, and organising academic quality events.

The post holder will be one of the main contacts for partner staff and students, providing guidance in relation to University policies and regulations. There will also be opportunities to be involved in policy research and development.

This is an exciting opportunity to join a specialist team committed to delivering a high-quality experience for students in partner institutions.

This role would suit applicants with experience of working within a higher education environment and preferably of providing excellent customer service to external partners. Familiarity with the quality assurance of academic partnerships, curriculum development, academic standards or quality enhancement would also be advantageous.

Please contact Gavin Harrison, Deputy Head of Academic Development and Quality Enhancement (Partnership) g.j.harrison@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

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

2. The School / Division

Please find further information regarding the school/division at

http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience
3. Job Description

Job Description for the post of: Partnership Officer

Department: Academic Services

Section/Unit/School: Directorate for the Student Experience

Location: Sussex House

Grade: 5

Responsible to: Partnership Manager

Responsible for: N/A

To support the operation, management and development of quality assurance and enhancement policies and procedures in the partnership team.

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. Each Partnership Officer also has event management responsibilities for one or more of the University’s annual partner networking events.

Key Duties and Responsibilities:

1. To support the Partnership Manager in the development of quality assurance policy and procedures in designated areas of responsibility.

2. To support the Deputy Head of Academic Development and Quality Enhancement, Partnership Manager, partner institution staff and School Directors of Teaching and Learning 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.

Specific Responsibilities

1. To support the Partnership Manager in 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 Registry and Professional Services teams as required.

2. To support the Deputy Head of Academic Development and Quality Enhancement, Partnership Manager, partner institution staff and School Directors of Teaching and Learning 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 Deputy Head of the Academic Development and Enhancement Office 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 Deputy Head of the ADQE Office 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 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.

4. Person Specification

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<thead>
<tr>
<th>Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Ability to take the initiative and be pro-active.</td>
<td>X</td>
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<td>Ability to prioritise tasks and meet deadlines.</td>
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<td>X</td>
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<tr>
<td>Excellent interpersonal and customer service skills, diplomacy and persuasiveness.</td>
<td>X</td>
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<tr>
<td>Excellent oral and written communication skills, the ability to write to a high standard of accuracy and detail.</td>
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<td>Ability to confidently express points to peers and members of partner institutions or School management.</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>A graduate; equivalent qualification or experience</td>
<td>X</td>
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<tr>
<td>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.</td>
<td>X</td>
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<tr>
<td>Experience</td>
<td>Essential</td>
<td>Desirable</td>
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<tr>
<td>Demonstrable experience in a higher education environment and preferably</td>
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<td>in a quality assurance and/or enhancement role.</td>
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<tr>
<td>Experience of developing systems and business processes to improve service</td>
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<td>delivery.</td>
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<td>Good IT skills or willingness to develop skills in this area.</td>
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<td>Knowledge of curriculum design and development.</td>
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<th>Personal Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Demonstrable commitment to personal and professional development relevant to the role.</td>
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<td>Demonstrable service orientation together with a “client/customer” focus.</td>
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<td>Commitment to learn new skills and to keep abreast developments in the sector relevant to the post.</td>
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<td>Good interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.</td>
<td>X</td>
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