

## 1. Advertisement

**Post Title: Partnership Manager**

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

**Hours:** Full time or part time hours considered up to 1 FTE. Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 8096

**Salary:** Starting at £34,304 to £40,927 per annum, pro rata if part time.

**Placed on:** 05 April 2022

**Closing date:** 19 May 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 an experienced and confident individual to make an important contribution to the quality assurance and enhancement arrangements that ensure the quality and standards of provision delivered by the University's partners.

The successful applicant will have a track record of giving specialist advice and guidance on the application and delivery of the University's quality assurance processes that apply to collaborative provision including: partner approval, re-recognition, validation, contract management, annual monitoring and contract management gained through experience, in a similar role in an HE setting. If you also possess excellent interpersonal and communication skills, the ability to network, build and maintain complex relationships with external organisations this could be the role for you.

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

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 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**

<b>Job Title:</b>	<b>Partnership Manager</b>
<b>Grade:</b>	7
<b>School/Division:</b>	Student Experience/Academic Quality & Partnerships
<b>Location:</b>	Sussex House
<b>Responsible to:</b>	Head of Academic Quality and Partnerships
<b>Direct reports:</b>	Partnership Officer
<b>Key contacts:</b>	Academic and professional services staff in schools Staff in other PS Divisions Academic and professional services staff in partner institutions

#### **Role description:**

The Partnership Manager will be responsible for developing and maintaining strong working relationships with partner institution staff, as well as academic and professional services staff at the University. This is in order to provide high quality professional guidance and leadership in quality related matters as well as acting as a source of authoritative institutional knowledge on all aspects of partner contracts to ensure that each partnership is managed in line with contractual obligations.

#### **PRINCIPAL ACCOUNTABILITIES**

- 1. To provide high level advice, guidance and direction on quality assurance and enhancement policy and procedures including updates on changes to process in designated areas of responsibility.**

2. To manage and implement academic policy, procedures and systems for assuring the quality and supporting the enhancement of the University's awards within partner organisations and Schools. In particular to work in partnership with designated partners and relevant University of Sussex Schools to support the conduct of annual monitoring, course development and approval, institutional recognition, and Progression and Award Boards.
3. To fulfil the role of contract manager for a portfolio of partner institutions, building and maintaining excellent working relationships with partner staff, senior managers, academic colleagues and heads of professional services to ensure that the partnership is managed in line with contractual obligations.
4. To work with the Head of Academic Quality and Partnership to evaluate and further develop arrangements for the quality assurance and enhancement of academic provision delivered in partnership, (UK based and TNE), including the quality assurance arrangements for study abroad and industrial/professional placements.
5. To direct the day to day work of a team of Partnership Officers.
6. To act as Secretary to committees, Task and Finish Groups and/or subcommittees in competent areas, advising members on strategy, policy and procedure, undertaking research, and writing reports as required.
7. To attend Progression and Award Boards for designated partner institutions and to provide expert advice and guidance on the application of appropriate academic regulations.
8. To undertake the role of investigating officer in matters of student and staff conduct and/or complaints.
9. To be engaged with ongoing personal and professional development including active engagement with appropriate sector groups to ensure that the University adopts best practice and is well informed of relevant sector-wide practice and developments.
10. To undertake other projects and duties as required from time-to-time.

## **KEY RESPONSIBILITIES**

1. To provide high level advice, guidance and direction on quality assurance and enhancement policy and procedures including updates on changes to process in designated areas of responsibility.
  - 1.1 Working with the Head of Academic Quality and Partnerships to develop, implement and evaluate the University's quality assurance and enhancement framework, advising on national developments (including those relating to the OfS conditions of registration), innovations and opportunities for improvement in teaching, learning, assessment and curricula delivery relevant to the designated area of policy responsibility.

- 1.2 To project manage specific initiatives as required.
- 1.3 To work in partnership with AQP and other Professional Services colleagues to develop, implement and review systems to deliver an efficient, cost- effective and service-orientated infrastructure to support the administrative aspects of teaching, learning, assessment and curricula delivery.
- 1.4 To draft institutional responses to national consultations within discrete areas of responsibility, or as required, ensuring appropriate internal consultation where necessary.
- 1.5 To represent the University externally as required and to ensure membership of relevant professional and/or quality bodies nationally.
- 1.6 To support the development and delivery of staff development and training relating to the University's quality assurance and enhancement objectives, including working in partnership with the Head of Academic Practice, Development & Enhancement (TEL) and other Professional Services and Academic colleagues as directed.
- 2. To manage and implement academic policy, procedures and systems for assuring the quality and supporting the enhancement of the University's awards within partner organisations and Schools. In particular to work in partnership with designated partners and Schools to support the conduct of annual monitoring, course development and approval, institutional recognition, and Progression and Award Boards.**
- 2.1 To support designated partners in their preparations for annual monitoring, course development and approval, institutional recognition, and the Progression and Award Boards and to make a significant and sustained contribution to the development of a strong service-oriented culture with a reputation for effectiveness and excellence in support of these areas.
- 2.2 Working in partnership with senior HE staff at partner institutions, and University of Sussex Schools, ensure the effective management of examination and assessment procedures, including examination and assessment arrangements, within designated partners.
- 2.3 To ensure effective administrative and communication arrangements are in place to meet Partner Institution specific requirements with respect to the post holder's authority and areas of responsibility.
- 3. To fulfil the role of contract manager for a portfolio of partner institutions, building and maintaining excellent working relationships with partner staff, senior managers, academic colleagues and heads of professional services to ensure that the partnership is managed in line with contractual obligations.**
- 3.1 To act as a source of authoritative institutional knowledge on all aspects of the University's contracts with partner institutions within the designated portfolio.
- 3.2 To ensure that contractual obligations are monitored and delivered.

- 3.3. To be a single point of contact for the equivalent contract manager at each partner institution in all dealings with the University.
- 3.4. To act as Secretary to the strategic Contract Management Steering Groups, where they form part of the governance structure.
- 4. To work with the Head of Academic Quality and Partnership to evaluate and further develop arrangements for the quality assurance and enhancement of academic provision delivered in partnership, (UK based and TNE) , including the quality assurance arrangements for study abroad and industrial/professional placements.**
  - 4.1. To ensure the University's quality assurance policy, procedures and associated arrangements for academic provision offered in partnership, at home and overseas are appropriately applied.
  - 4.2. Where necessary, to support the management and development of partnerships at School level and to support the development or expansion of new/existing partnerships.
  - 4.3. To work in close partnership with Student Recruitment Services to ensure that quality assurance arrangements and the academic framework continue to support and sustain the internationalisation within Schools, in particular with respect to developing courses and curricula to offer opportunities for placement/study abroad, and to advise senior colleagues as required.
- 5. Provide effective line management of the team of Partnership Officers ensuring that operational objectives and deadlines are met in line with the annual calendar of business.**
  - 5.1. Manage the allocations of reporting staff, including ensuring that core business and strategic projects are managed effectively.
  - 5.2. Line manage the team of Partnership Officers, providing direction and support to ensure that both team and individual responsibilities are discharged effectively and that the highest service levels are maintained. Including management and commitment to:
    - Staff recruitment and retention
    - Delivery of the University's appraisal scheme
    - Performance management
- 6. To act as Secretary to committees, Task and Finish Groups and/or sub-committees in competent areas, advising members on strategy, policy and procedure, undertaking research, and writing reports as required.**
  - 6.1. To act as Secretary to committees, Task and Finish Groups and/or subcommittees as directed, advising members on strategy, policy and procedure, undertaking research, and writing reports as required.
  - 6.2. To act as an effective communications conduit between Partner Institutions, Schools, Divisions and other Professional Services staff in matters relating to the quality assurance and enhancement of teaching and learning and the implementation of an effective, supportive, administrative infrastructure.

- 6.3 To make a significant and sustained contribution to the development of a strong service-oriented culture in support of Partner Institution quality assurance and enhancement activity with a reputation for effectiveness and excellence.
- 7. To attend Progression and Award Boards for designated partner institutions and to provide expert advice and guidance on the application of appropriate academic regulations.**
- 7.1 Provide expert advice and guidance to the application of relevant academic regulations to Progression and Award Boards.
- 8. To undertake the role of investigating officer in matters of student and staff conduct and/or complaints.**
- 8.1 To act as case worker and to provide expert advice and guidance on the handling of student grievances, complaints and appeals relating to academic provision, ensuring these are effectively managed at Partner level; and to advise partner institution staff on procedural compliance.
- 9. To be engaged with ongoing personal and professional development including active engagement with appropriate sector groups to ensure that the University adopts best practice and is well informed of relevant sector-wide practice and developments.**
- 10. To undertake other projects and duties as required from time-to-time commensurate with the grade of this role.**

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**

##### **ESSENTIAL CRITERIA**

- Educated to degree level or equivalent or have relevant prior experience
- Proven people management skills.
- Diplomacy and persuasiveness and the ability to influence staff at all levels.
- Excellent oral and written communication skills, the ability to write policy and strategy, good presentation skills and confident public speaker.
- Ability to respond positively and creatively under pressure.
- Demonstrable personal and professional development relevant to the role.
- Proven track record of managing complex processes and delivery on time.
- Proven record of line management capabilities.

- Team leadership skills with the ability to contribute positively as a team member, develop and foster teamwork in others, and ensure achievement of team goals.
- Demonstrable service orientation together with a “client/customer” focus.
- High level interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.

#### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

- Specialist knowledge of quality assurance and enhancement in higher education gained in a similar role.
- Ability to innovate and/or develop institutional policy in quality assurance and enhancement of learning, teaching, assessment and curriculum delivery.
- The ability to prioritise and make decisions while working across organisational boundaries in a complex organisation.
- Ability to confidently defend a point when questioned by peers or colleagues in other areas of the University.
- Extensive knowledge and understanding of current policy and the climate in HE both nationally and internationally; along with an understanding of the regulatory issues and current challenges relevant to HE.
- Successful experience in a similar role in HE in one of the following areas: partnership, curriculum, standards, enhancement.

#### **DESIRABLE CRITERIA**

- Successful experience of managing contracts with key partners/clients.