1 Advertisement

Post Title: Assistant International Business Partner
School/department: International Office
Hours: Full time hours considered up to a maximum of 1.0FTE
Requests for flexible working options will be considered (subject to business need).
Contract: permanent
Reference: 9289
Salary: starting at £31,411 to £35,333 per annum,
Placed on: 18 October 2022
Closing date: 10 November 2022. Applications must be received by midnight of the closing date.
Expected Interview date: to be confirmed
Expected start date: as soon as possible

We are looking for a skilled colleague to drive results through our international partnership network. You will have a clear understanding of the issues relating to international student recruitment and business development, as well as the ability to use this knowledge to ensure the effective implementation of strategy.

The candidate should be able to demonstrate excellent project management, communication and interpersonal skills in order to develop strong working relationships with external organisations such as representatives, partner institutions, sponsors and government agencies to support the University’s international strategy.

Reporting to the Deputy Head of International Office, the post holder will support international partnership projects and contribute to the administration of the department to ensure efficiency and effectiveness. The post holder is expected to communicate with stakeholders across the University of Sussex, with all levels of staff and external agencies, as required.

Please contact Janie Kingsley at j.kingsley@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

The Division of Communications, Marketing and Advancement plays a leading role in promoting the work of the University to external audiences as well as working closely with the University Schools to provide professional advice and guidance in the area of marketing and student recruitment.

The division manages all matters relating to communications and public affairs, marketing, advancement and philanthropic giving, campaigns, student recruitment for the University and global positioning.

The International Office

The International Office is responsible for identifying opportunities, developing and implementing the University’s strategy for international cooperation and student recruitment.

Our 2025 strategy sets ambitious goals for the international team and for the enhanced recruitment of a diverse group of overseas students to our campus. With that in mind, we are working to maintain recent growth; together with colleagues from academic schools and departments.

The strategy also sets out important new aims for the further internationalisation of the University of Sussex, led by the International Office team.

3. Job Description

Job Description for the post of: Assistant International Business Partner

Department: International Office

Section/Unit/School: Communications, Marketing and Advancement

Location: Bramber House

Grade: 6

Responsible to: Deputy Head of the International Office

Responsible for: n/a

Role description:

To maintain, develop and enhance policies and procedures that maximise the efficient administration of international student recruitment business partnerships.

To provide up to date and accurate information, advice, and guidance to stakeholders on services related to international student recruitment business partnerships ensuring institutional and external compliance.
To liaise between professional services and academic departments in responding to queries and requests to deliver service excellence.

To contribute to and work towards the achievement of the University’s targets in the development and maintenance of international student recruitment business partnerships.

**PRINCIPAL ACCOUNTABILITIES**

- Provide information, advice and guidance on activities, policies and procedures that relate to international student recruitment business partnerships including but not limited to articulation, progression, and agent partnerships.

- Assess queries and potential issues, advising on solutions and linking with relevant operational teams.

- Develop and maintain effective relationships to engender confidence and trust with internal and external stakeholders.

- Support the development of policy and the delivery of services related to student recruitment business partnerships that enhance the achievement of the International Strategy’s key aims.

**KEY RESPONSIBILITIES**

- Confidently advising line managers and staff members, using appropriate methods of communication tailored to the audience answering straightforward questions or researching regulations, policies, interpreting procedures to answer more complex questions, or redirecting as appropriate, in a dynamic busy office context.

- Developing and maintaining productive and collaborative relationships with managers, colleagues, and other service areas demonstrating professional credibility.

- Develop and maintain an in-depth understanding of international recruitment business partnerships and the work of relevant external agencies, service providers, employers, and training providers.

- Researching areas of enquiry to ensure appropriate advice is given.

- Keeping up to date information regarding developments in practices and legislation within relevant areas and sharing knowledge within the team.

- Where required, deliver coaching and training to develop capabilities in line with required improvements.

- Supporting senior colleagues where appropriate in educating and developing the knowledge and understanding of users about the services provided to promote self-service and self-reliance.

- Producing high quality, up to date accurate information on relevant subject areas for publications and web pages.
• Presenting and facilitating workshops with groups of all sizes to develop understanding of procedures and policies within service area.

• Maintaining and updating information systems in line with the Data Protection Act and ensuring accurate recording of query types and suggestions ideas for improvement.

• Preparing ad hoc and regular management reports on the use of the service area to aid the improvement of processes and understanding of the services provided.

• Provide advice on ongoing projects and how they might affect service users.

• Providing support and guidance in the delivery of services within this area.

• To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Dimensions

• This role does not have any budget responsibility.

• This role does not have any line management responsibility.

• This role does not have any responsibilities for equipment or premises.

• The post holder reports to the Deputy Head of International Office working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

• Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

• Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University’s strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

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

4. **Person Specification**

**ESSENTIAL CRITERIA**
1. Good secondary education.
2. Effective planning and organisational skills.
3. Well-developed interpersonal skills with the ability to quickly build rapport.
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manager own workload – MS Suite.

**ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Good working knowledge and experience of business development, preferably in international education and the context in which UK higher education operates.

2. A willingness to undertake overseas travel for up to six weeks per year and to undertake weekend/evening work both in the UK and overseas.

**DESIRABLE CRITERIA**

1. Experience of working to and developing policies and procedures, in an education or customer service environment.

2. Experience of contributing to, processes and systems to meet a business need.

3. Two years’ experience in a similar role.

4. Two years’ experience working in a university or similar environment.