

International and Partnerships Manager

Job Description

The Role

Job title:	International and Partnerships Manager
Department:	Business Development
Responsible to:	Associate Director, Business Development
Location:	Cirencester Campus
Salary:	Grade 7: £33,982 - -£39,347 pr annum
Hours:	Up to 35 hours per week
Term:	Permanent

Relationships with:

Internal: All Business Development areas (see below); External Relations (incl. Marketing Manager (International), student recruitment); Institutional Planning and Governance (incl. Academic Planning Manager); Academic Services (incl. Academic Quality and Partnerships Teams); Academic and Research Staff (specifically: PVC Academic Planning and Resources; PVC Research and Innovation; Deans; Head of International Agriculture; Associate Pro-Vice-Chancellor (China Programmes); Head of China Programmes); Finance, Human Resources

External: UK and international stakeholders, e.g. Universities UK International, GuildHE and RAU partner organisations overseas

About the Business Development Team

The Business Development Team at the Royal Agricultural University (RAU) is a key delivery agent of the [RAU Strategy 2023-2028](#), and the three strategic goals of **Quality**, **Reach** and **Sustainability**. The University's vision is *'to be the UK's global university for sustainable farming and land management, enabling communities locally, nationally and across the world to thrive in harmony with nature'*. To deliver this, the Business Development Team leads and brings together activities across International, Innovation, Research and Knowledge Exchange, Laboratories, and Leadership and Skills as part of the University's professional services.

Across these areas, our activities are focussed on driving the RAU forward as a sector leader, locally, nationally and globally; creating new and exciting partnerships and opportunities to develop our business; and to continually build and professionalise our services across these areas. We focus on enhancing the value and reputation of the University, developing expertise and engagement

through healthy collaboration and competition with our peers, as well as creating income for the University for a sustainable future.

The Business Development Team takes a leading role in managing our external and stakeholder relationships and partnerships and strives to be the professional face of the RAU. The Team works closely with Academic staff and specifically with our entrepreneurship and business support functions in the Business, Innovation and Growth Team (Farm491 and the Cirencester Growth Hub) as well as the Enterprise and Employability Team. Business Development activities are fundamentally cross-cutting to the RAU, engaging with all Departments in the University as well as engaging in cross-RAU committees and groups and contributing to cross-University Projects (e.g. Innovation Village, RAU@Swindon and the Land Laboratories Project).

Role Purpose

Our commitment to working internationally to address global challenges such as climate change, food security and water resource management is detailed through the '**Reach**' objective in our [RAU Strategy 2023-2028](#).

The RAU has a significant and growing international footprint, including a number of major strategic international partnerships in China, Ukraine, Uzbekistan and the United Arab Emirates which contribute to a portfolio of joint activities across teaching and learning, research and staff and student exchange. Our strategic priorities for 2024/25 include the growth of international and transnational education students, and enhancing the international student journey, as well as supporting our developing portfolio of international research collaboration. All of these activities need to be underpinned by professional and high quality support and services, provided and coordinated by the Business Development Team.

The International and Partnerships Manager will support the coordination and delivery of international activities at a strategic level as well as managing, coordinating and facilitating an extensive portfolio of international activities across the University. This will include becoming skilled at developing and drafting partnership agreements, and being a source of information and guidance on partnerships and international activities internally for staff; significant endeavours are the creation of a new 'Strategic Partnerships Committee' and development of an 'International Network'. The International and Partnerships Manager will be a key contributor to the establishment, running and evolution of these critical resources, their visibility and professional approach to ensure the RAU has a holistic approach to international activities.

The International and Partnerships Manager will engage with a broad range of external stakeholders both in the UK and overseas also, from those involved in developing and delivering our strategy in partnership with us, and through to international guests that we host at the University.

Underpinning the role will be the need to collate, analyse and manage information; planning and establishing systems and processes; and reviewing and recording information for the effective and efficient delivery of our international activities across the University. Developing communications channels (e.g. MS Teams sites, email distribution lists) will aid sharing information, supporting colleagues internally and externally.

The role may include some international travel.

Key Responsibilities

1. Manage, support and coordinate the **delivery of strategic international activities**, including:
 - Support the development of an International Strategy and Delivery Plan to include the 'International Student Growth Plan', documenting and managing progress against activities and targets including the production of an Annual Report;
 - Supporting the activities agreed with any external support or consultant which help support develop and deliver the RAU International Strategy; build new partnerships and develop a Transnational Education Strategy (currently Cormack Consultancy Group (CCG) through to January 2025); and
 - Managing and coordinating international reviews and audits (internal and external), including the implementation of recommendations of a recent internal audit of international activities (UNIAC).
2. Lead, manage and coordinate the **portfolio of partnership agreements** across the University, including:
 - Developing a suite of partnership agreement templates with associated definitions for use, processing these for legal review, and ensuring their appropriate use for new partnerships and collaborations;
 - Drafting new partnership agreements, such as Statement of Intent, and Memoranda of Understanding, for review and agreement by the Senior Leadership Team members involved in partnerships;
 - Consolidating existing partnership agreements and documentation, creating a single repository of records for the University;
 - Developing and implementing a system/business process for the management of partnership agreements and documentation;
 - Supporting the review of existing partnership agreements and documentation and reporting to the University Executive as appropriate;
 - Providing oversight of the management of existing and developing partnerships and their documentation and best practices; and
 - Creating detailed summary information of each major current partnership.
3. Develop and have oversight of the **governance of international and partnership activities**, working with the Academic Planning Manager, Academic Quality Officer (Partnerships), Head of China Programmes and Head of International Agriculture:
 - supporting the creation and development of the 'Partnerships Strategy Board';
 - aligning governance (Terms of Reference, membership and scheduling) across the Country and Partnership specific governance groups, ensuring the effective communication and management of information relating to partnership governance (e.g. minutes, actions, planning) and becoming the Secretariat to the Committees when established; and
 - creating a holistic view and supporting the development of RAU internal staff roles and responsibilities.
4. Support the creation of an **RAU 'International Network'**, coordinating, managing and communicating its activities, improving support for international activities across the University through, for example:
 - managing and coordinating international dates and deadlines, including creating an International Calendar of activities;

- developing and managing a system for coordinating and addressing international issues and actions e.g. a Quality Improvement Plan;
 - managing and responding to prospective international partnership and collaboration enquiries (with other University leads) including through the international@rau.ac.uk inbox;
 - developing and managing a coordinated process and communications templates to respond to prospective international partnership and collaboration enquiries across the University;
 - activities to build the capacity and skills of the Team and wider University colleagues relating to international activities; and
 - other international support activities as they arise.
5. Lead and/or support the coordination and delivery of **international activities** including visits, and delegations to the RAU, summer schools, workshops, including any internal briefings, follow up actions, engagements and activities;
 6. Establish, develop and maintain a database of the **current portfolio of international activities**, including baselining, analysing, auditing and reporting regularly to the University Executive;
 7. With the Marketing Manager (International), review and audit **external communication** interfaces and channels relating to international activities and stakeholders, including our web presence, email and social media channels, to ensure information is up to date and of the highest professional standard and easily accessible to external audiences and stakeholders;
 8. Establish effective **internal communication and coordination channels** to become a focus and point of contact of international activities for the University, including:
 - Creating a database of all international stakeholders and contributing to a 'stakeholder CRM' across the Business Development Team and wider University;
 - Develop the MS International Teams site, facilitating its use, sharing and disseminating information across the University; and
 - Developing a wider suite of templates, tools, international information resources and guidance for managing and aiding staff engaged in international activities.
 9. Provide support for Visa application processes, whether for RAU staff and students travelling overseas, or overseas staff and students to travel to RAU;
 10. Establish, develop and maintain **policies, procedures, business processes and process maps, and establish data requirements** for the end-to-end delivery and management of new and existing international and partnership activities, including operational and delivery requirements, due diligence and risk management;
 11. Work with the Associate Director, Business Development to contribute to the relevant Strategic Initiatives and wider Strategy and operation of the Business Development Team, identifying opportunities for collaboration, coordination and efficiency across the Business Development Portfolio and wider RAU;
 12. Working in alignment with the Business Development Team Operating Model, including through the development and delivery of annual personal objectives and appropriate personal development with appropriate KPIs and goals, regularly reviewing and reporting through the appraisal year as well as individually and collectively contributing to University Values; and
 13. Undertake other duties appropriate to this post as required by the Associate Director of Business Development.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.

- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured by: Application (A), Interview (I), Presentation (P)
Qualifications		
Educated to Degree Level or equivalent qualification	E	A
Project Management qualification and/or experience	E	A
Knowledge, Experience and Skills		
Understanding and demonstrable experience of working in an international education and/or research environment including specific experience on working with China partners/in China	E	A, I, P
Excellent operational, organisational, planning and management skills with proven experience of managing multiple activities in a matrix environment with excellent attention to detail and management of information	E	A, I, P
Experience of decision-making at an operational level, demonstrating the ability to work autonomously as well as knowing when to engage peers and colleagues	E	A, I, P
Experience of driving and delivering business improvements and efficiencies to enhance quality, engagement and service delivery assure future sustainability	E	A, I
Experience of working collaboratively, including projects and programmes and the ability to work with broad range of internal and external teams to achieve delivery	E	A, I, P
Experience of stakeholder engagement, building successful relationships and networks at all levels with both internal and external stakeholders	E	A, I, P
Understanding and demonstrable experience of excellent customer service practices and delivery of a quality services both to internal and external stakeholders	E	A, I
Excellent communication skills, oral, written and presentational, ideally with experience in writing reports and papers	E	A, I, P

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured by: Application (A), Interview (I), Presentation (P)
Excellent level of digital literacy and ability to use standard IT platforms and applications including Microsoft Office, with the ability to learn new systems and applications	E	A
Understanding of business models, with experience of financial or budget management (training or qualification)	D	A, I