

**JOB DESCRIPTION**

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| **Job Title:** | Agent Relations Officer |
| **School/Service:** | External Relations |
| **Grade:** | D |
| **Contract** | Full-time, Permanent |
| **Campus:** | Docklands |
| **Responsible to:** | Deputy Head of Operations and Communications |
| **Responsible for:** | Agent Relations Assistants |
| **Liaise with:** | Staff within the External Relations Directorate and across the University; International student recruitment agencies; Other external organisations |

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

This role is part of the External Relations Directorate (ERD) that brings together an integrated Communications & Engagement, Student Recruitment & Marketing and digital transformation service. The Directorate is made up of several teams including Admissions, Strategic Communications, Policy & Engagement, Marketing, Recruitment and Conversion, Outreach and Access, Design and Digital, Events and Advancement and the International Office. We are looking for team members who will be part of embedding transformation and an innovative practice to our external relations function and enjoy working in an agile environment as we try and work towards a culture of the ‘continuous new’. This is an exciting opportunity as we prioritise building the Global and UK profile with key elements from Vision 2028 which is about preparing our students communities for the skills required in Industry 4.0 and the world of Artificial Intelligence.

**JOB PURPOSE:**

Based in the International Office, part of the External Relations Directorate, the Agent Relations Officer will manage all aspects of the University’s relationships with its international student recruitment agencies, including:

* Agent appointment, termination, and contract renewal
* Agent record management
* Agent communications
* Agent commission payment
* Agent performance monitoring

**MAIN DUTIES AND RESPONSIBILITIES:**

* Manage and oversee the University’s relationships with international student recruitment agencies.
* Take ownership of and continuously improve the University’s agent management policies and processes, covering the appointment of new agents, renewal and termination of existing agent contracts, ongoing agent record keeping, agent commission payment and performance tracking.
* Maintain agent records, ensuring data accuracy and full compliance with contract terms, data protection regulations, UKVI policies, and the University’s internal and external auditing requirements. Design and implement changes in accordance with regulatory requirements.
* Oversee the agent commission process and work closely with the Finance Department to facilitate timely and accurate payment of agent commission.
* Liaise with staff in the International Office and across the University to deliver high-quality service to agents and continuously improve agents’ experience working with the University.
* Advise colleagues on the agent relationship management policies and processes, ensure full compliance, and encourage collaboration and feedback.
* Deliver regular and ad hoc email communications to agents. Work with the International Events Manager to jointly organise and deliver agent events pertinent to the role. Promote other events organised by the University to agents.
* Contribute to IT system improvement projects, e.g. agent portal development, CRM data integration, automated reporting, and third-party system integration, etc.
* Produce and disseminate regular reporting and analysis of agent performance.
* Supervise, mentor, and support the Agent Relations Assistants, ensuring high standards of service delivery and supporting their professional development.
* Contribute to the International Office’s other projects and priorities.
* Any other tasks that may be reasonably assigned by the Deputy Head of Operations and Communications.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

* Educated to degree level (A/C)

**KNOWLEDGE AND EXPERIENCE**

**Essential criteria:**

* Knowledge of the key elements of managing channel sales relationships, e.g. contracts, record keeping, performance monitoring, commission payment, communications, and regulatory compliance (A/I/P)
* Experience of working with channel sales partners (A/I/P)
* Cultural awareness and experience working with non-UK organisations (A/I)
* Experience of working in an organisation with a complex structure and a fast pace (A/I)
* Experience of managing staff and resources (A/I)

**Desirable criteria:**

* Experience of working with international student recruitment agents (A/I)
* Experience of working at a UK university (A/I)

**SKILLS AND ABILITIES**

**Essential criteria:**

* Proven numerical skills in a channel sales management context (A/I/P/T)
* Highly experienced in using Microsoft Office and the relevant online services (A/I/P/T)
* Able to work proactively and under minimal supervision (A/I)
* Able to manage time, allocate resources, and prioritise workload effectively (A/I)
* Able to handle highly sensitive and confidential information appropriately (A/I)
* Strong communications and interpersonal skills and able to work within a team (A/I)
* Proven ability to manage, motivate and support a team (A/I)

**Desirable criteria:**

* Experienced in using admissions systems, e.g. SITS (A/I)
* Experienced in using financial systems, e.g. Agresso (A/I)
* Experienced in using CRM systems, e.g. Microsoft Dynamics (A/I)
* Experienced in using reporting systems, e.g. Microsoft Power BI (A/I)

**OTHER ESSENTIAL CRITERIA**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

P = Presentation

T = Test