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| **Job Title** | Strategic Academic Partnerships Manager (Egypt and the Middle East) |
| **School / Service** | The Talent Gateway (Academic Partnerships & Global Engagement) |
| **Grade and Salary Range** | Starting from £44,577 per annum inclusive of London Weighting |
| **Location and Hybrid working status** | Docklands Campus and other campuses if required. Hybrid working on campus when required. |
| **Reporting to** | Assistant Head of Academic Partnerships & Global Engagement |
| **Responsible for** | Account Managers |
| **Liaison with** | University Management Team, Heads of Departments, Professional Services staff, Directors of Careers & Enterprise, School Collaborative leads and Academic Link tutors, external academic partners, government officials |
| **Contract type** | Permanent – Full Time |

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

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines cutting-edge education with a passion for creating positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our transformational 10-year Vision 2028 strategic plan, spearheaded by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for creating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your unique skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome talented individuals who are committed to advancing their careers while making a positive impact on the world.

## ABOUT THE TALENT GATEWAY

A central feature of the Careers 1st approach established in Vision 2028, the primary function of *The Talent Gateway* is to provide the central commercial externally focused professional business development and key account management function for the university.

Working alongside the Schools, the unit directly engages with employers, local authorities, and academic partners to generate new income and broader commercial engagement opportunities. This includes seeking opportunities to grow continuing professional development income, apprenticeships, internships and placement and other forms of commercial income as well as income and wider educational and reputational benefits from growing our academic partnerships in the UK and globally (physically and online) including validation, franchise, articulation and UEL Global experiences.

As well as supporting income generation and diversification, *The Talent Gateway* provides critical professional strategic key account management of our extensive and growing portfolio of our employer and academic partnerships.

**The Academic Partnerships & Global Engagement** team is vital in the development, management, and growth of UEL’s academic partnerships provision.

Working alongside the Schools and colleagues in Quality Assurance and Enhancement Unit, the Academic Partnerships & Global Engagement team consists of externally focused strategic business development and key account management professionals who will develop, manage, and grow UEL’s academic partnerships provision. The objective for this unit within the Talent Gateway is to increase the number of collaborative partners and to expand on the existing provision with current partners, generating revenue for UEL in accordance with Schools’ growth and diversification plans, and to deliver a sector leading key account management service for all current partners.

**JOB PURPOSE**

This is a strategic partnership development role to shape, inform and lead on UEL’s academic partnerships key account management, which will also include their direct day-to-day management. The post holder will work closely with the Management Team in Academic Partnerships, UEL academics, Professional Services, and academic partners in the UK and globally to lead and support on outstanding operational activity to deliver the university’s ambitious targets set out in the Vision 2028 corporate strategy.

This post will initially be focused on developing and managing a portfolio of academic partnerships in Egypt and the Middle East.

This is a crucial role in the management of the university academic partnership experience, streamlining administrative functions through a central Registry unit and the Quality Assurance & Enhancement Unit supporting UEL Schools and colleagues in delivering an outstanding partnerships experience.

The post holder will support the Associate Director Academic Partnerships & Global Engagement and the Director of the Talent Gateway in developing a successful operating model through managing the Academic Partnerships & Global Engagement unit of The Talent Gateway and delivering consistency and excellence in all aspects of its service.

The post holder will have an inclusive, determined, and inspirational approach to leadership, encouraging ideas, initiative, and innovation in their team, whilst establishing a high-performance culture based on continuous improvement.

**KEY DUTIES AND RESPONSIBILITIES**

* Develop and efficiently manage UEL’s strategic academic partnership arrangements (including UEL Global experiences) in line with The Talent Gateway income targets and Academic Partnerships KPI’s to generate income and establish high-quality, long-term sustainable academic partnerships:
* Develop and implement short- and medium-term growth plans with existing academic partners to continuously improve and increase profits and student numbers from these academic partners (KPI of minimum 20% annual increase is expected).
* Direct day-to-day management of several strategic academic partnerships and supporting the Associate Director Academic Partnerships & Global Engagement in the oversight of all UEL academic partnerships.
* Work closely with Schools and Professional Services to develop robust systems to deliver streamlined academic administration and quality functions to academic partners throughout the full student journey.
* To provide inspirational leadership, line manage and develop the Account Management team to ensure their work provides consistently excellent customer service to the existing academic partners.
* Work collaboratively with key internal stakeholders to provide guidance and establish robust workflows for delivering high quality student experience for students on UEL programmes delivered by academic partners in the UK and Internationally.
* Agree (and ensure their implementation) of service level agreements with Schools and Professional Services for the efficient operation of existing and prospective partnerships:
* Lead on the process development and implementation to ensure efficient and effective service delivery.
* Continually monitor partner KPIs to ensure their overall viability, pro-actively addressing under-performance.
* Follow the core principles of the ‘Academic Partnerships Framework’ and the ’National and TNE Academic Partnerships Strategy’ the ‘Global Family Framework’ and take an active part in the timely revision and updates with relevant colleagues across the University.
* Work on identifying risks to the academic partnerships’ portfolio, provide expertise and recommend solutions to internal/external issues to ensure high quality account management and experience for existing academic partners. This will include development and maintaining of risk registers and delivery of any follow-up action plans, etc.
* Develop and implement processes to measure academic partner student outcomes (including OfS requirements) and experience indicators and lead on the development and monitoring of action plans with academic partners to oversee required improvements.
* Work closely with School Collaborative leads, Academic Link Tutors, and Directors of Careers & Enterprise to develop commercial approaches to academic partnerships activity linked to School and Institutional strategic plans.
* Develop and lead the implementation of a comprehensive annual review process for academic partnerships and provide Service reports to committees and boards around the opportunities and risks associated with academic partners.
* Working with colleagues in the Finance Department, develop and implement a robust process for the oversight, management and reporting of invoicing and income collection from academic partners to ensure efficiencies in this process and to provide regular updates to senior management.
* Provide training and staff development to internal and external colleagues around the operations of academic partnership.
* Lead the development of and participate in the training of Academic Link tutor role.
* Participate in regular activities to bring UEL’s academic partners closer together (e.g., annual Global Partners Conference and regular Forums/workshops).
* To keep up to date with sector changes, including QAA, OfS and other regulatory body requirements, assess the impact for academic partnerships and recommend actions for UEL to undertake as appropriate.
* To travel overseas and the UK, if and when required.
* To work in accordance with relevant UEL policies, including Equal Opportunity, Health & Safety, Equality and Diversity and others.
* To carry out any other duties and activities appropriate to the role, which contribute to and enhance the image and efficiency of the Academic partnerships’ unit and Talent Gateway as a whole.

**KNOWLEDGE SKILLS AND EXPERIENCE**

**Essential criteria:**

* Knowledge of the UK and international Higher Education sector
* Significant experience of managing academic partnerships within the UK higher education sector
* A clear understanding of the UK and international higher education sector and the role played by academic partnerships to deliver the university strategic vision
* Experience of managing a team with a flexible approach to delivering team results, agreeing clear team objectives and organising and delegating tasks according to individual abilities and institutional KPIs
* Demonstrable success and impact from effectively leading, managing and motivating staff, securing individual and collective engagement and action (A/I)
* Understanding of UK Higher Education quality assurance/enhancement processes, admissions, finance, registry and relevant university functions in regard to academic partnerships portfolio management
* Demonstrable experience of developing, implementing and monitoring effective process to ensure oversight of academic standards and the student experience at academic partners.
* Experience of using information technology to manage large data sets and deadlines
* Experience of working with external stakeholders and/or students in a multicultural or international environment
* Proven experience of the ability to work on your own initiative, provide solutions to problems and continually strive to improve your own performance.

**Desirable criteria:**

* Experience of the Egyptian higher education system/working in Egypt, or the Middle East
* Experience of project management and successfully managing change.
* Budget management experience

**COMPETENCIES REQUIRED**

**Essential criteria:**

* Highly organised with an ability to manage multiple projects in a deadline intensive environment
* High level analytical skills
* High-level communication skills (written, presentation and verbal)
* Strong account management skills with experience of delivering set KPIs
* Capacity and willingness to maintain and grow a culture which is innovative and inclusive
* Demonstrable experience of setting and meeting ambitious targets including income and student number targets.
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment
* Excellent inter-personal skills and the ability to work with a wide range of people
* Commitment to building and ensuring a good reputation for UEL in all activities related to Academic Partnerships
* A self-starter, who can initiate improvements and continual change and adapt to develop UELs reputation and academic partnership activities
* Excellent attention to detail
* A commitment to and an ability to work effectively as a member of a team

**Desirable criteria:**

* The ability to speak Arabic would be advantageous.

**EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS**

Essential

* A degree

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!