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| **Job Title** | **Account Manager – Academic Partnerships** |
| **School / Service** | **UEL Global Campus - Academic Partnerships Office**  |
| **Grade and Salary Range** | **Grade E**  |
| **Location and Hybrid working status** | **Docklands Campus – Hybrid Working**  |
| **Reporting to** | **Strategic Academic Partnerships Manager** |
| **Responsible for** | **Overall Account Management for new and existing Academic Partnerships** |
| **Liaison with** | **Schools academic staff involved in collaborative activities, Director(s) of Careers and Enterprise, Deans of Schools, Quality Assurance and Enhancement staff, Student and Academic Services, Finance, collaborative partners, and other appropriate external stakeholders.** |
| **Contract type** | **Full-Time – Permanent**  |

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 an externally facing role responsible for supporting and growing UEL’s academic partnership accounts and their day-to-day management. The post holder will work closely with colleagues in the Academic Partnership team, UEL Professional Services and academics involved in collaborative activities. The post holder will work with UEL academic partners in the UK and globally to support an outstanding operational activity to deliver the university’s ambitious targets set out in the Vision 2028 corporate strategy. Together with the rest of the Academic Partnerships team, the post holder will be responsible for delivering a high-quality customer service for external academic partners both in the UK and Internationally

The post holder will support the Strategic Academic Partnerships Manager and senior colleagues in the team in developing a successful operating model of the UEL Academic partnerships 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 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 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.
* Direct day-to-day management of several academic partnerships and supporting the Strategic Academic Account Managers and other colleagues 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.
* 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.
* Ensure implementation of service level agreements with Schools and Professional Services for the efficient operation of existing and prospective partnerships:
* Undertake the renewal of outdated Business cases for existing Partnerships to ensure their commercial viability.
* Follow the core principles of the ‘Academic Partnerships Framework’ and the ’National and TNE Academic Partnerships Strategy’ and take an active part in the timely revision and updates with relevant colleagues across the University.
* Work on identifying risks to their academic partnerships’ portfolio, provide expertise and recommend solutions to internal/external issues to ensure a 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.
* Implement agreed 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.
* Implementation of a comprehensive annual review process for academic partnerships and provide information to feed into Service reports to committees and boards around the opportunities and risks associated with academic partners.
* 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 provide regular reports to senior management.
* Provide training and staff development to internal and external colleagues around the operations of academic partnership
* Participate in the training and support of the 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 service committees and groups as required.
* 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 The Talent Gateway as a whole.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**Essential Criteria:**

* + Understanding of UK Higher Education quality assurance/enhancement processes, admissions, finance, registry and relevant university functions in regard to academic partnerships portfolio management (A/I)
	+ Proven track record of working with external stakeholders/account management in a customer-facing role (A/I).
	+ Knowledge and understanding of academic administration in further or higher education (A/I)
	+ Experience of delivering high-quality customer service in an Education/related setting (A/I).
	+ Experience of delivering presentations, writing reports and servicing committees with follow up actions (A/I).
	+ Experience of working with external stakeholders in a multicultural or international environment(A/I).
	+ Experience of developing, implementing and monitoring effective processes to ensure efficient academic administration (A/I).

**COMPETENCIES REQUIRED**

**Essential criteria:**

* + Highly organised with ability to manage multiple projects in a deadline intensive environment (A/I)
	+ Strong account management skills with experience of delivering set KPIs (A/I)
	+ Excellent oral and written communication with great attention to detail. (A/I)
	+ Excellent interpersonal skills and ability to work with a wide range of people to forge relationships with key stakeholders (A/I)
	+ Efficient team player who can work collaboratively with relevant UEL services and departments. (A/I)
	+ Ability and proven experience of providing management data and reports to Senior Management (A/I)

**Desirable:**

* + Knowledge of the SITS (student records systems) (A/I)

**PERSONAL ATTRIBUTES/QUALITIES**

**Essential criteria:**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (A/I)
* Excellent inter-personal skills and the ability to work with a wide range of people (A/I)
* Commitment to building and ensuring a good reputation for UEL in all activities related to Academic Partnerships (A/I)
* Commitment to providing excellent customer service to enhance the Partnership experience. (A/I)
* A self-starter, who can initiate improvements and continual change and adapt to develop UELs reputation and academic partnership activities (A/I)
* Excellent attention to detail (A)
* A commitment to and an ability to work effectively as a member of a team (A/I)

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential Criteria:**

* + A good first degree in a relevant subject (A/C)

UEL are an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to embrace our EDI policy and will not tolerate discrimination in any form.

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

**Criteria tested by Key:** A = Application form C = Certification I = Interview P = Presentation R = Research papers T = Test