

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**PROFESSIONAL SUPPORT SERVICES**  
**DIRECTORATE FOR THE STUDENT EXPERIENCE**  
**INTERNATIONAL DEVELOPMENT**  
**International Officer (International Relations)**

**VACANCY REF: PSX- 022628**

Salary:	Grade 6 £36,024-£44,263 per annum, depending on relevant experience
Hours:	Full time
Duration:	permanent
Location:	Oxford Road, Manchester

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**Enquiries about vacancy shortlisting and interviews:**

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**Overall Purpose of the Job**

- To provide relationship management and operational delivery of services to key international sponsors.
- To provide operational support to the Head of International Relations in the planning, development and implementation of projects and activities associated with the University's international activities in-line with the University's Global Influence Strategy. The nature of such projects and activities will be dynamic and responsive to a changing internal and external environment; some activities will be ongoing and others will be undertaken on a task-and-finish basis.
- To support senior colleagues in the delivery of the University's Global Influence Strategy and enhancing the student experience.
- To manage the work of staff in the delivery of key objectives.

**Key Responsibilities, Accountabilities and Duties**

The main responsibilities of the role are divided between:

Services to key international sponsors (minimum 0.4 of the role)

- To provide advice and guidance to the Division/Directorate and University colleagues on issues relating to key international sponsor requirements, acting as a key contact for

- sponsor relations across the University; this includes the provision of data and other information to suggest key areas of focus, development or improvement;
- To provide relationship management and service delivery to key international sponsors, working in collaboration with colleagues in the International Office and other central services such as Student Admissions and Administration, Faculties and Schools, Doctoral Academies, Finance;
  - To manage the sponsor relationship team in the delivery and improvement of services to sponsors, such as the timely provision of progress reports, and arrangements for visits;
  - To work as a Relationship Manager for a portfolio of key international sponsors, ensuring that sponsor specific requirements are understood, communicated and actioned where appropriate; this will include working on and negotiating agreements as well as developing and improving processes and procedures where appropriate;

#### Wider responsibilities

- To undertake tasks, activities and projects related to the Global Influence Strategy as directed by the Head of International Relations. This will require co-ordination with external stakeholders and internal colleagues across the University in central services, Faculties and Schools. Examples of such projects/activities include:
  - planning and support for inward visits from international stakeholders;
  - planning and support for outward visits to key countries;
  - monitoring and updating market, policy and competitor information producing briefing notes and statistical data to inform the Division's implementation of the Global Influence Strategy; developing and maintaining resources to disseminate such information;
  - providing management information and briefing notes on international activities as required; developing and maintaining resources to disseminate such information;
  - interpreting and summarising key external information sources or policy documents.
- To provide advice and guidance to the Division/Directorate and University colleagues on issues concerning aspects of the Global Influence Strategy for the University.
- To support the development, implementation, evaluation and monitoring of the Division's strategy, policies and procedures.
- To manage activities so that objectives and customer requirements are met.
- To provide operational support to the Head of International Relations in the servicing of the International Sub-Committee and other Groups.
- To develop effective and sustainable working relationships with key international institutions and external stakeholders, developing and maintaining contacts as appropriate.
- To develop effective working relationships with colleagues across the University and operate in partnership with staff based in Faculties and Schools.
- To participate in committees, groups and other meetings as required, working across areas.
- To contribute to the wider work of the International Relations team
- To contribute to the wider work of the International Development Division and the University, including participation in institutional activities such as Open Days etc.
- To contribute to the ongoing implementation and development of the University's Global Influence strategy, policy and activities.
- To promote a culture of excellent customer service.

- To support a performance culture within the team.
- To ensure that confidentiality of information is maintained in line with data protection requirements and University Policy.
- To ensure compliance with University Health and Safety requirements.
- To undertake such other duties as may be required by the Directorate or Division, commensurate with the level of responsibility of the role in support of enhancing the student experience.

## **Person Specification**

### Experience, Skills and Competencies

- To possess a degree, relevant professional qualification and/or equivalent extensive experience in the area of higher education administration, programme or project management.
- Experience in the management and development of a team of staff.
- Experience of working in international relations and/or recruitment within higher education.
- Up to date knowledge of current issues in international higher education.
- Demonstrable experience of meeting operational requirements, with excellent planning and organisational skills.
- A constructive team player demonstrating an ability to work collaboratively.
- Experience of policy development and implementation.
- Project management experience.
- Excellent communication skills (written and oral), able to present information clearly and explain complex issues to a range of audiences with varying levels of understanding.
- Experience of working in a customer focused environment and delivering exceptional customer service.
- Sound analytical, creative and pragmatic problem solving skills.
- Demonstrate a high level of computer and digital literacy, with knowledge and familiarity with Microsoft Office.
- The ability to represent the Division externally.
- Demonstrates a strong commitment to international relations and the ability to work effectively and independently in a variety of different international and cultural contexts.
- Demonstrates a commitment to enhancing the student experience, excellent customer service and to the University's values and behaviours.

### Desirable

- An understanding of degree programme management;

## **Working arrangements**

The post of International Officer (International Relations) may require international travel although this is not the focus of the role. The post of International Officer (International Relations) will require occasional evening and weekend working. Appointees must, therefore, be prepared to undertake such travel and to work outside regular office hours including weekends as necessary. The University operates arrangements to recognise this working pattern and to ensure an appropriate balance between working and non-working time.