

# Job Description and Person Specification

Last updated: August 2022

## JOB DESCRIPTION

Post title:	<b>Head of International Office Operations</b>		
Standard Occupation Code: (UKVI SOC CODE)	TBC – Depends on Specialist Area and Key Accountabilities		
School/Department:	Global Recruitment and Admissions		
Faculty:	Student Experience Directorate		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	5
Posts responsible to:	Deputy Director Global Recruitment and Admissions and Associate Director International		
Posts responsible for:	GRA Operations Manager, International Partnerships Agreements Manager, International Partnerships & Scholarships Manager, EdTech & Agent Manager, International Social Media Manager, International Projects Coordinator		
Post base:	Office-based with occasional overseas travel		

### Job purpose

The role of the Head of International Office Operations is to manage and coordinate the provision of professional services key to the successful delivery of International Office activities and in support of the University's International Strategic Plan.

The role will manage the central partnership administration functions including legal agreements, relationships with agents and representatives worldwide, as well as evolving relationships with EdTech providers. In addition, the role will ensure our social media presence across different markets is coordinated and managed as well as delivering administrative support to the broader Global Recruitment and Admissions Office.

Key accountabilities/primary responsibilities	% Time
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<p>1. Use specialist knowledge and experience in international higher education to deliver a high-quality service to the International Office, the Global Recruitment and Admissions department, and those in Schools and Faculties engaged in international activities.</p> <p>This includes leading on significant workstreams such as:</p> <ul style="list-style-type: none"> <li>• Delivering an excellent partnership administration service, including the timely and accurate provision of partnership agreements and memoranda of understanding through close liaison between the International Office, Legal Services, and Schools and Faculties.</li> <li>• Lead the development of the partnership database ensuring it is accurate, accessible and up to date.</li> <li>• Coordination and staffing of cross-divisional activities such as Meet &amp; Greet, international student registration and the Global Recruitment &amp; Admissions elements of Welcome Week.</li> </ul>	25%
<p>2. Lead the University's engagement with Agents and EdTech organisations</p> <ul style="list-style-type: none"> <li>• Develop and maintain detailed knowledge of the agent and EdTech market, understanding and recommending opportunities for the university to engage with this sector to deliver against agreed targets whilst maximising value for money.</li> <li>• Ensure management of agent and representative partners, including coordinating the delivery of regular conferences, maintenance and renewal of agent contracts and record keeping.</li> </ul>	25%
<p>3. Develop and manage the International Operations Team</p> <ul style="list-style-type: none"> <li>• Undertake staff recruitment, induction, motivation, performance management, development and annual appraisals to ensure individual contributions are maximised and to encourage staff inclusion and engagement.</li> <li>• Coordinate and manage the delivery of administrative functions across Global Recruitment &amp; Admissions such as travel booking, servicing of meetings, and supporting the Global Recruitment &amp; Admissions management team.</li> </ul>	20%
<p>4. Manage, and lead others to manage, projects and initiatives to:</p> <ul style="list-style-type: none"> <li>• Deliver creative solutions for service delivery/policy/processes/operational changes/scholarship provision on time and to a high standard to benefit our international activities.</li> <li>• Improve services by horizon scanning, scoping potential, viability, cost effectiveness and promoting benefits to staff, students and other stakeholders.</li> <li>• Identify how best to develop and deploy organisational structures, procedures, policies and technology to meet the current and future needs of the International Office, and GRA more widely.</li> </ul>	10%
<p>5. Monitor and regularly report on expenditure against international office budgets, ensuring compliance with university financial regulations and contributing to the annual budget setting process.</p> <p>Ensure effective use of resources to deliver maximum value.</p>	10%
<p>6. Contribute, as a senior member of the International Office towards broader initiatives to ensure and implement an excellent applicant and student experience.</p> <p>Participate in cross-functional activities such as international student registration, open days and student recruitment events, confirmation and clearing.</p>	5%
<p>7. Any other duties as allocated by the line manager following consultation with the post holder.</p>	5%

Internal and external relationships
<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• GRA and University senior management and colleagues, particularly Director of GRA, Senior Executive Director Student Experience and Infrastructure, and Vice-Presidents International.</li> <li>• School and Faculty colleagues engaged in international activities.</li> <li>• The International Recruitment and Partnership, Global Mobility, Transnational Education (TNE) and Global Online Programmes teams.</li> </ul>

## Internal and external relationships

- Committees and professional services staff throughout the University (QSAT, Finance Division, Legal Services etc)
- International visitors, delegations and students
- Prospective or existing partner universities
- International student societies
- International agents and representatives
- Office of Development and Alumni Relations (ODAR) and key alumni

### **External:**

- Prospective students, applicants, and their parents/supporters/representatives
- Embassy staff and scholarship bodies
- External agencies such as the British Council, BUILA, UKCISA and others as relevant

Relevant suppliers and external contacts, including the university's travel company, advertising partners, agents and EdTech companies.

## Special Requirements

Ability to undertake occasional international travel requiring long hours of work whilst maintaining a professional approach at all times. This includes the ability to work independently whilst remaining a fully contributing member of the team, including with staff/colleagues located across different time zones.

Demonstrate Southampton University behaviours (Embedding Collegiality – see below).

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of a professional qualification or postgraduate degree.</p> <p>Experience of international higher education and agent/representative management.</p> <p>Proven experience of managing outcomes in an international education setting.</p> <p>Proven project and/or people management skills.</p> <p>Able to apply experience and awareness within international higher education.</p> <p>Able to appreciate University priorities and to apply these in managing work outcomes.</p>	<p>Active membership of relevant professional body such as AUA, BUILA, BUTEX or CIM.</p> <p>A postgraduate qualification in marketing, education management or similar.</p> <p>PRINCE2 or similar project management qualification.</p> <p>Fluency or working proficiency in language(s) relevant to targeted regions.</p> <p>Knowledge and understanding of using a CRM system for recruitment and conversion.</p> <p>Market research and analysis experience.</p>	Application and interview
Planning and organising	<p>Able to plan and manage multiple and simultaneous major new projects or significant new activities, ensuring plans complement broader organisational strategy.</p> <p>Experience of managing complex budgets and delivering value for money</p>		Application and interview
Problem solving and initiative	<p>Able to identify broad trends to assess deep-rooted and complex issues.</p> <p>Able to apply originality in modifying existing approaches to solve problems.</p>		Application and interview
Management and teamwork	<p>Able to manage team dynamics, ensuring any potential for conflict is managed effectively.</p> <p>Able to undertake annual appraisals and formulate development plans for own staff to meet current and future skill needs..</p> <p>Able to provide expert guidance and advice to colleagues to resolve complex problems.</p> <p>Ability to work effectively both within a team and as a manager.</p> <p>Personal management skills to include consistent professional presentation, conduct and attitude.</p>		Application and interview
Communicating and influencing	<p>Able to persuade and influence in order to foster and maintain relationships.</p> <p>Able to resolve tensions and difficulties as they arise.</p>		Application and interview

Other skills and behaviours	<p>Superior proficiency in partnership working, understanding competing priorities and ensuring mutual benefit.</p> <p>Ability to demonstrate alignment with the University's core values in all areas of work, and champion those behaviours in the Department.</p>		Application and interview
Special requirements	<p>Significant connections to relevant sector networks, with demonstrable professional profile in international higher education.</p> <p>As a Line Manager role model, embody the Southampton Behaviours and work with the management team to embed them as a way of working within the department.</p> <p>Ability and willingness to undertake occasional travel internationally, including at short notice.</p> <p>Able to represent the University of Southampton at senior level nationally and internationally, with confidence and professionalism.</p>		Application and interview

## JOB HAZARD ANALYSIS

### Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public	X		
Lone working			
## Shift work/night work/on call duties			

## Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others