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| Last updated: | August 2024 |

**JOB DESCRIPTION**

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| Post title: | **Transnational Education (TNE) Delivery Manager, India** | | |
| School/Department: | Student Life | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Associate Director, Transnational Education (TNE) | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based, with international travel | | |

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| Job purpose |
| The TNE Delivery Manager, India will work to deliver the University of Southampton’s flagship new comprehensive campus in Delhi, the first to be approved under new UGC regulations.  This role will work as part of a wider programme team, in close partnership with the Associate Director (TNE) and the University’s commercial partner. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To be responsible for the delivery of the University’s Delhi campus. In this, to support the work of subject matter and technical experts, plus institutional leads, in the progressing of the project. To ensure reporting and delivery frameworks are in place and enable effective project delivery. | 35% |
|  | To develop detailed plans bringing together the information on projects, resources and timescales, monitoring against the overall agreed timeline and ensuring significant risks, issues and obstacles are reported and managed as appropriate. | 20% |
|  | To manage benefits, priorities, dependencies, tolerances, and escalations across multiple workstreams while complying with project and programme delivery frameworks. | 15% |
| 4. | To communicate closely with a wide cross section of university stakeholders; commercial partner stakeholders; and a huge variety of Indian stakeholders. | 15% |
| 5. | To operate within existing university governance structures, ensuring the project’s governance arrangements are clear and agreed, and work with senior staff to ensure projects remain aligned to strategy. | 5% |
| 6. | To contribute to continual improvement working practices and to identify new project developments in the sector for potential use within the University. | 5% |
| 7. | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Internal:   * Vice President International & Engagement * Deputy Vice President (Operations) * Associate Director TNE (line manager) * Project Sponsors and (if relevant) Business Leads and wider TNE Programme Board * Programme and Project Managers, Business Change and Communication Managers and Project and Programme Administrators * All Faculties * All Professional Services * Chairs and members of various strategic Governance boards * The role will deal with staff at all levels within the University. * Student Union and other representatives of the Student Body.   External:   * Staff of all levels employed by the University’s commercial partner * International regulatory bodies * Companies and agencies supporting delivery of activities |

| Special Requirements |
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| The post holder will need to be able to operate confidently and productively with minimal supervision; a high degree of independence and initiative is required.  The post requires flexible working patterns to manage and respond professionally to deadlines.  The role will deliver activities globally and therefore significant periods of travel are to be expected.  Strong cross cultural and intercultural communication skills are essential. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Experience of working in an international context, preferably within the educational system.  Knowledge of programme and project management tools and techniques and the ability to apply them to suit the environment.  Experience of defining and planning the implementation of business change initiatives.  Experience in programme management. | Experience of delivering transnational education projects in a HE context.  Professional qualification or postgraduate degree or equivalent qualification or experience in a relevant subject.  PRINCE2 or similar project management qualification.  Experience of working with senior professional services stakeholders in a HE institution. | Application and Interview |
| Planning and organising | Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.  Able to prioritise tasks and requirements.  Proven ability to plan and manage your own workload.  Thoroughness, accuracy and attention to detail. |  | Application and Interview |
| Problem solving and initiative | Able to identify programme / project requirements and apply a methodical approach to meeting them.  Able to apply originality in modifying existing approaches to solve problems.  Proven ability to manage conflicting priorities |  | Application and Interview |
| Management and teamwork | Able to able to build, manage and motivate project teams in a matrix management environment.  Able to provide expert guidance and advice to colleagues to resolve complex problems.  Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to manage project finances.  Experience of leading and managing cross-functional business teams.  Strong team player | Experience of line managing members of project teams and working closely with business change and communication managers and administrators | Application and Interview |
| Communicating and influencing | Highly adept communication skills, including cross cultural and intercultural awareness.  High level of written and verbal communication skills including the ability to present complex information in a concise and user-friendly way.  Able to persuade and influence in order to foster and maintain relationships.  Able to resolve tensions and difficulties as they arise.  Experience of working pro-actively and in partnership with colleagues across an organisation to achieve outcomes. |  | Application and Interview |
| Other skills and behaviours | Self-sufficient, able to work with minimal guidance to deliver results.  Ability to demonstrate alignment with the University’s core values in all areas of work and champion those behaviours in the Department. |  | Application and Interview |
| Special requirements | Ability and enthusiasm for working overseas for significant periods. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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. |
| 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.

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| **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 |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |