

Partnerships Manager



At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that. We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students.

Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

Job description

Position details

Job title:

Partnerships Manager

Grade:

H

Department:

Student Experience &
Academic Services

Line Manager Job Title:

Principal Partnerships
Manager

Job purpose

The primary purpose of this role is to manage the development, implementation and oversight of Regent's Collaborative Provision Partnerships, in the UK and internationally.

The Partnerships Manager will be responsible for managing specific partnerships (typically up to five) – monitoring quality assurance, ensuring robust operations, and being the main point of contact for and about allocated partners.

Whilst upholding quality and standards, the role holder will recognise the benefits of partnership working and seek opportunities for growth, greater collaboration and good practice sharing. Providing specialist support and advice for partner operational activities, approval and review procedures, communications and contractual responsibilities.

The Regent's Way is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



Main responsibilities

Partnership development

- 1** Demonstrate business acumen through the development of new and existing partnerships. Deploying sector knowledge and operational effectiveness, to balance strategic objectives and quality oversight.
- 2** Manage the activities of partnership approval for assigned partnerships, including:
 - Project management of partnership development stage, including timeline planning, communicating with partners about due diligence requirements, overseeing the review of due diligence materials, and ensuring key milestones (e.g. business case submission, signing of written agreements) are met.
 - Reviewing due diligence materials, where appropriate.
 - Consideration and documentation of all operational elements of the partnership (including records and data), collaborating with partners and internal stakeholders to ensure that roles and responsibilities are understood.
 - Contributing to business cases, with a focus on operational and quality related due diligence and resource considerations.
 - Provide operational and quality-related input to partnership contracts, ensuring that terms accurately reflect the partnership model and delivery arrangements. Ongoing development of partner academic regulations and associated policies and procedures. Co-ordinating requests for variations to university regulations and procedures and contributing to the annual update of the University's regulations and procedures.
 - Preparing Partnership Approval documentation for committee approval.

Partnership management

- 3** Act as the principal relationship manager for assigned partners, ensuring high-quality service delivery, proactive issue resolution, and effective communication that supports long-term sustainability and growth of the partnership. This will include:
 - Working closely with internal stakeholders, such as link tutors, and being the main point of contact for escalation of issues.
 - Organising the schedule of regular liaison meetings with partner contacts and Regent's colleagues (as required) and implementing systems for the effective maintenance of agendas and completion of agreed

actions.

- Providing expert advice, guidance and training to partners and colleagues across the University on quality related procedures and processes, ensuring accurate and timely provision of information.
- Maintaining high standards of document control and version management across all partnership records. To include maintaining accurate academic calendars for assigned partners which denote delivery, assessment and re-assessment periods and other key events/milestones.
- Ensuring that relevant processes operate optimally, e.g. assessment boards. Troubleshooting as required and contributing to continuous improvement.
- Actively and consistently review the Operations Handbooks to ensure they are up to date and meaningful.

4 Oversee course validation/revalidation and monitoring processes ensuring that they are managed effectively while providing specialist support to key stakeholders throughout including assisting partners with any official reporting requirements designated by their managing body and or local/national oversight body.

5 Monitor partner performance against agreed KPIs, including quality indicators, student outcomes, recruitment targets, and compliance with contractual and regulatory requirements. This includes involvement in annual monitoring/continuous improvement activities, particularly analysing annual reports and identifying themes, areas of concern and examples of good practice, and producing an overview report for approval by the relevant committees.

6 Work collaboratively with colleagues in finance and the wider partnerships team to ensure partners are invoiced accurately in line with data and contractual requirements, and that partnership delivery costs are correctly recorded and accounted for.

7 Secure and co-ordinate student involvement in approval and review activities, liaising with partner student groups and providing support to student panel members while ensuring they are not overloaded.

8 Responsible for coordinating the appointment and onboarding of External Examiners, in collaboration with the Quality Office, as well as reviewing External Examiner reports, reporting on key issues for consideration by the Head of Registry.

General

9 Develop and maintain up-to-date expert knowledge of collaborative provision partnerships, Transnational Education, and quality. Horizon scanning for opportunities and changing requirements, with particular reference to the requirements of external quality assurance agencies and of national policies which may impact on the University's quality arrangements (e.g. CMA requirements and the OfS conditions for registration). Contribute to the strategic development of the University's collaborative provision portfolio, providing insight into market trends, partner performance, and opportunities for expansion or improvement.

10 Be fully conversant with both GDPR and the Freedom of Information Act and use this knowledge within the role.

11 Some travel, including occasional overseas travel, and out of hours working, may be required to support partnership operations and quality assurance activity.

12 Contribute to building a vibrant campus community by taking real accountability, collaborating with colleagues across the university and constantly adding value. Foster an inclusive, sustainable and safe environment for all through our EDI, Health and Safety and B-Corp initiatives and policies.

13 To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

Person specification

1. Position details

Job title: Partnerships Manager
Grade: H
Department: Student Experience & Academic Services
Line manager job title: Principal Partnerships Manager

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Undergraduate degree or equivalent professional qualification/experience and skills	E	
Experience		
Experience working with Collaborative Provision Partners in a Higher Education setting	E	
Experience of working in a high pressure, customer contact/partnership environment	E	
Experience of using SITS or other equivalent student databases in respect to student and course data		D
Demonstrable experience of effective development, implementation and management of quality and enhancement processes and procedures.	E	
Demonstrable record of managing a complex workload in an academic environment and operational planning capabilities.	E	
Experience of business development activities		D
Experience of contract drafting and negotiation		D
Knowledge, skills & competencies		
Recent relevant knowledge of quality assurance and enhancement relating to learning and teaching in UK HE and familiarity with QAA, CMA and OfS requirements	E	
Strong knowledge of collaborative provision and Transnational Education, including opportunities and challenges facing the sector	E	
Ability to analyse and understand complex regulatory and procedural documentation and quality issues, and to advise clearly both orally and in writing. Demonstrating excellent analytical and evaluative skills	E	
Ability to establish and maintain good working relationships with a high level of customer care with both internal and external stakeholders. Demonstrating diplomacy and conflict resolution with the ability to influence and negotiate	E	
Excellent written and oral communication skills, computer literate (e.g. Microsoft Word, Excel, SharePoint, databases)	E	

Ability to display tact and discretion at all times, particularly when handling confidential matters. Good knowledge of GDPR requirements	E	
Able to maintain a high standard of accuracy under pressure, with a good eye for detail	E	
Able to prioritise workloads, with excellent time management skills	E	
Ability to work as part of a team but also deploy independent judgment	E	
General attributes & personal qualities		
To be motivated by the idea of a rapidly changing environment and be adaptable enough to cope with job variations	E	
To be committed to personal professional development	E	