

Post Details		Last Updated: 13/08/2025	
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences		
Job Title	Partnerships Development Officer		
Job Family	Professional Services	Job Level	4
Responsible to	Associate Director (Business Operations)		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
<p>The postholder will work within the Faculty of Health and Medical Sciences to provide professional relationship management support to key Faculty staff and external partners, providing expert advice for the successful delivery of collaborative strategic partnerships related to both education provision and research. Many of these external partners will be overseas based or supporting the development of educational provision overseas. The successful candidate will manage, oversee and coordinate a portfolio of partnership initiatives to facilitate business development and support the Faculty's growth objectives in the competitive higher education landscape</p> <p>The postholder will also manage and co-ordinate events and activities related to delivery of our key partnership development deliverables and provide support to ensure effective collaborations between external organisations and with key internal stakeholders.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<p>1. Partnership Development, co-ordination and management: Develop, manage, and maintain effective working relationships, acting as a key point of contact with partner institution/organisations in delivering Faculty initiatives, programmes and modules. Support the negotiation and renewal of partnership agreements, acting as the first point of contact for partner institutions, facilitating smooth communication and issue resolution.</p> <p>2. Programme/event Coordination and Delivery Support: Coordinate and liaise with partners to support delivery of events, collaboration opportunities and undertake associated administrative tasks. Organise partnership visits, delegations, and review meetings (virtual and in-person). Maintain accurate records and documentation relating to partnership agreements and delivery.</p> <p>3. Reporting and Evaluation: Track and ensure delivery of agreed action plans/activities as required, including the development of associated risk registers, providing regular reports and data insights to ensure delivery and inform decision-making. Contribute to the evaluation and continuous improvement of partnership models and practices.</p> <p>4. Compliance and Risk Management: Ensure that all partnership activity complies with internal governance procedures, academic quality assurance processes and relevant external regulatory requirements to uphold University of Surrey standards. Ensure effective risk management processes are in place.</p> <p>5. Course Portfolio: Contribute to and inform the development of innovative programmes and learning pathways that align with Faculty objectives, address current market needs, and enhance the Faculty's competitive positioning in higher education. This will include developing Transnational Education initiatives.</p> <p>6. Communication and Marketing: Collaborate with the communication, marketing and recruitment teams to support the promotion of Faculty partnership developments ensuring accurate and timely information flow between stakeholders across time zones and organisational cultures.</p>			
N.B. The above list is not exhaustive.			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager or senior Faculty members.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- Workload will be determined by the Director of Faculty Operations and Associate Dean International as well as the Associate Director (Business Operations) and will be informed by external developments and requirements of our partner organisations. It will be necessary for the post holder to operate proactively and in an independent manner to organise and prioritise their own work to ensure the Faculty effectively supports the development of our educational partnerships, both home and overseas, and contributes to the delivery of the day to day operations to time and standard.
- The post holder will be able to prioritise activities effectively to meet deadlines and be comfortable in managing and balancing competing demands in a fast paced environment.

Problem Solving and Decision Making

- The role requires effective judgement, analytical skills, cultural competence, and an holistic approach to resolving problems, issues and challenges.
- While the role holder will be guided by established process and precedents, they will be expected to use initiative, experience and judgement to resolve day-to-day issues while suggesting options and making recommendations in order to address more complex problems.

Continuous Improvement

- The role holder will contribute to innovations and improvement in day to day and longer term operations, processes, data and information management to enhance effectiveness and efficiencies, monitoring, and strategic value to Faculty and partnerships activities.
- The role holder will be expected to build effective working relationships with colleagues across different functional areas including professional services and academic Schools and to liaise effectively to resolve problems, improve process, and develop a joined-up approach where appropriate.
- The role holder will pro-actively engage with partners face-to-face and online , and may be expected to present to colleagues and partners to contribute to driving forward innovations and growth opportunities.

Accountability

- The role holder will be expected to comply with standard University policies and procedure and will be responsible for the delivery of a quality, professional service at all times, making decisions and allocating resources to maximise service quality, efficiency and continuity. There is an expectation that work will be delivered to agreed deadlines and standards, and that the role-holder will deploy their own judgement to escalate complex issues promptly and appropriately.

Dimensions of the role

- The role has no direct reports but the post holder will be working collaboratively within a wider Faculty professional services team, and with teams across the University.
- The role will work closely with Director of Operations, senior operational staff, and the Associate Dean (International) and will be expected to support interdisciplinary and cross-School working.
- The role will contribute to and support a number of key Faculty strategic partnerships, projects and will support contractual administration.

Supplementary Information

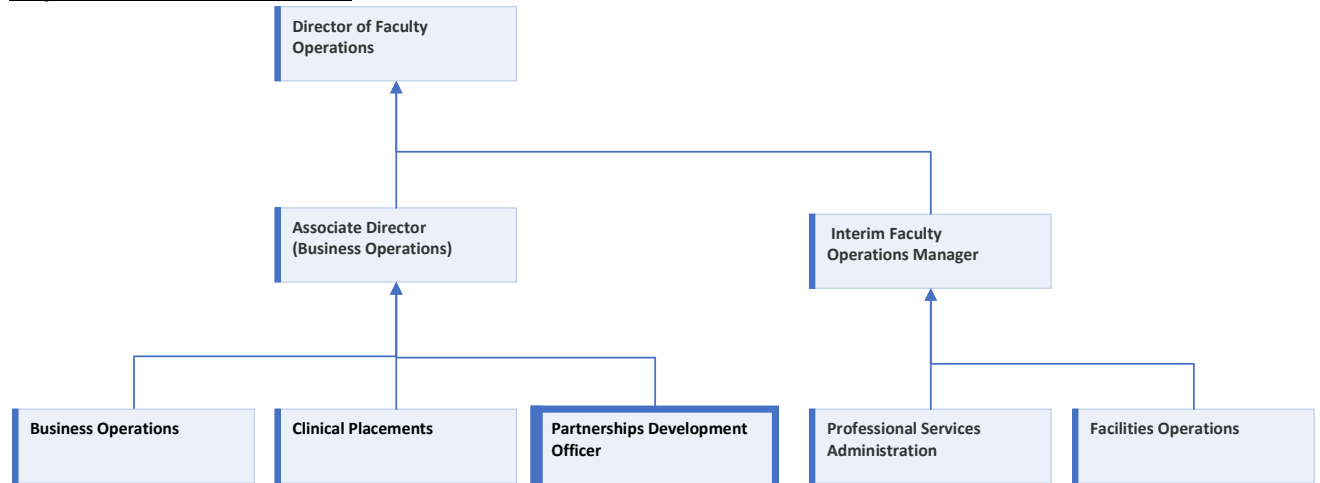
- The role holder may be required to undertake occasional travel as part of the role, and this may involve working outside usual working hours.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		
<ul style="list-style-type: none"> • Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, and/or experience in a similar customer relationship/management role. <p>Or:</p> <ul style="list-style-type: none"> • Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge to enable effective customer relationship/management/administration. 		Essential
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Experience of working effectively in a customer focused, relationship management role.	E	3
Proven project administration/coordination and problem-solving capability	E	2
Outstanding organisational skills with the ability to work to tight deadlines and to manage and prioritise multiple tasks effectively, while maintaining attention to detail	E	2
Proven outstanding customer service/interpersonal skills with the ability to confidently and effectively manage customer relationships across multiple levels of seniority.	E	2
Excellent writing and presentation skills, including experience of preparing briefings, reports and publicity materials	E	2
Special Requirements:		Essential/ Desirable
Will be required to be present on site (Surrey) minimum 3 days per week.		E

Core Competencies	Level 1-3
Communication	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking & Leadership	2
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>The Faculty of Health & Medical Sciences is one of three Faculties at the University of Surrey and consists of five schools; Schools of Biosciences, Health Sciences, Medicine, Psychology, and Veterinary Medicine. It provides a high-quality teaching and research environment, currently employing over 500 academic staff with over 6,000 students, studying at varying levels from Foundation, Undergraduate to Postgraduate. The Faculty delivers interdisciplinary research and teaching in both human and animal health under its overarching One Health, One Medicine ethos. The Faculty welcomed its first cohort of Medical students to the new School of Medicine in September 2024.</p> <p>Our world-class research, learning and teaching capabilities are enabled and enhanced by focused, well-resourced facilities and technical experts. In the REF2021 assessment, our UoA3 collective Faculty return secured 19th position overall in the UK rankings. This translates into 21st for 4*/3* outputs but a notable 6th in terms of research power. We strive to enhance the health and wellbeing of humans, animals, and their environments by generating new knowledge and applying it to the responsible design, development, and delivery of innovation and impact.</p> <p>Collaboration is one of the University of Surrey's major strengths. As a result, the University has become a key driver of economic growth with strong collaborative links with other academic institutions, public sector research establishments and major industry partners.</p>	

Department Structure Chart



Relationships

Internal

- Director of Faculty Operations
- Associate Dean (International)
- Associate Director (Business Operations)
- Interim Faculty Operations Manager
- Academic staff
- Professional Services staff eg. Academic and Quality Assurance, International Student Recruitment, Marketing and Communications

External

- Partners within overseas Universities/organisations
- Overseas stakeholders
- Funding Bodies
- External Partners e.g. NHS