

Post Details		Last Updated: 11/11/2025	
Faculty/Administrative/Service Department	International Engagement Office (IEO)		
Job Title	International Partnerships Manager (TNE & Research)		
Job Family	Professional Services	Job Level	5
Responsible to	Associate Director of International Engagement		
Responsible for (Staff)			
<u>Job Purpose Statement</u>			
Reporting to the Associate Director of International Engagement, this strategic role supports the development of global partnerships and university alliances, aligned with Vision 2041. The post-holder will lead international engagement activities across priority regions to strengthen institutional reputation, boost student recruitment, and advance collaborative research and education. Working within the International Engagement Office (IEO), the role collaborates with key stakeholders—such as the Director of TNE, Associate Vice President (External Engagement), Associate Deans (International), and Faculties to connect across academic and professional services. It also serves as a primary contact for external partners, including global universities, funding bodies, and policy organisations in Higher Education. This is a busy and varied role, which will facilitate partnerships across key dimensions of international engagement, providing strategic insights, developing opportunities for students and staff, coordinating high-level visits, and showcasing impact and success. The post-holder will be expected to take a pro-active approach and show keen initiative to engage stakeholder priorities, deploy business acumen and creative problem-solving skills, and showcase strong knowledge of sector trends and international HE policy.			
<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)			
1. Research, analysis and horizon-scanning: Scope, identify and evaluate partnership opportunities by collaborating with internal stakeholders, delivering briefs and recommendations to the Associate Director of International Engagement, Director of TNE and senior leadership team. Engage with institutional priorities to provide advice, develop partnership KPIs and milestones, and monitor and review outputs, working with stakeholders to source and present relevant data and analysis. 2. Business development for research-led partnerships: Manage strategic partnerships and maximise engagement with global networks and alliances, including the Surrey-Adelaide Partnership and the University Global Partnerships Network (UGPN) – an SDG-led consortium with NC State and the University of São Paulo. Coordinate strategic seed funds, joint PhD and ECR training, and mobility schemes for students and staff. Support strategic planning and new partner engagement – including high-level visits and delegations – to build capacity for research priority areas, aligned with the University's Pan-University Institutes and leading interdisciplinary centres, and informing performance in REF2029 and international league tables. 3. Business development education-led partnerships: Develop collaborative education models with international partners to grow tuition fee income, align with global priorities for innovation and skills, and enhance the student experience. Responsibilities include coordinating the education portfolio of strategic partnerships and managing contractual agreements for TNE, subcontractual arrangements, and dual degrees at UG and PGT levels, scoping new opportunities aligned with Faculty and School priorities. 4. Relationship management: Develop and maintain close and effective working relationships with key internal and external stakeholders, demonstrating professionalism and reliability at all times. Positively represent the university when engaging with external stakeholders, and position Surrey as a partner of choice.			

- 5. Process and project management:** Identify additional service requirements or shortfalls as relate to international collaboration activities and coordinate innovative solutions in conjunction with colleagues in Faculties and professional services.
- 6. Data and record management:** Manage all Partnerships-related data and databases, including responsibility for monitoring standards and requirements, and preparing analyses and reports as required.
- 7. Communications and marketing:** Develop communications plans for internal and external communications of Partnerships activity, including digital platforms like website, newsletter and social media, to engage stakeholders and showcase outputs and success. Coordinate press releases and impact case studies with Marketing and Communications and contribute to University reports and external submissions.
- 8. Other related tasks as assigned from time to time by the Associate Director of International Engagement and the Director of TNE**

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.
- 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

- Work will come from internal strategic imperatives set by Associate Director of International Engagement, and Director of TNE as well as external requirements from international partner institutions.
- Post holder will be expected to plan and organise a portfolio of international partnerships activities on a medium/long term basis (i.e. termly and annual plans), within the broader IEO and International Partnerships strategy.
- Longer-term planning is required in overseeing the review and renewal process for contractual agreements, which typically are 3 to 5 years in duration.

Problem Solving and Decision Making

- This is a high-profile role which requires good judgement and expertise in order to solve problems, resolve issues and make decisions relating to strategically important partnerships activity.
- The post holder will be required at times to deal with problems which fall outside standard processes, guidelines and regulations. In these instances, they are expected to think laterally and come up with innovative solutions, while still staying within parameters of agreed outcomes and some degree of precedent. In doing so, further implications and potential knock-on effects must be considered, and any undesirable outcomes mitigated against.
- Depending on the type of activity, the post holder will be expected to liaise effectively with colleagues of varying levels of seniority from across the university, in order to resolve problems and improve processes/procedures where appropriate. More complex issues can be referred to the Associate Director of International Engagement for resolution, but the post holder will be expected to suggest potential solutions and take a pro-active approach.

Continuous Improvement

- The role holder will be expected to build effective working relationships with colleagues across relevant professional services and academic management roles and liaise effectively to develop a joint-up approach, resolve problems and contribute to innovative ways of working and process improvement. They will pro-actively review partnership due diligence, performance indicators and monitoring as appropriate to ensure alignment with University policy, sector best practice and institutional strategy.
- The role holder will engage with the HE sector to provide thought leadership and showcase good practice and innovation in international partnerships, and they will be expected to share learnings with IEO colleagues and key internal stakeholders to aid continuous improvement and the adoption of innovative tools and approaches in partnerships development.
- The role holder will demonstrate strong initiative and openness to engage in skills training and developing sector knowledge pertinent to international partnerships, including but not limited to market and policy insights, quality assurance, and global sector trends in collaboration formats and instruments.

Accountability

- The post holder will be accountable for the relevant aspects of international partnerships and TNE activity within their remit (examples listed under key responsibilities above). Support will usually be available from Associate Director of International Engagement and Director of TNE, but the post holder is expected to be able to take responsibility and make autonomous decisions within the remit.
- The role holder will be expected to comply with standard University policies and procedure and will be responsible for the delivery of 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 deploys good judgement to escalate issues or delays promptly to the line manager.
- The Partnerships team within the IEO contributes to a number of core priorities for the University (including student recruitment, research and education), and plays an important role in creating a positive image of the University overseas. Errors in judgement may negatively impact upon the reputation of the University and the role holder is expected to understand the strategic implications of actions, and use cultural awareness, strong communication skills, and an understanding of process and policy to minimise reputational risks for the department and wider institution.

Dimensions of the role

The role will be situated within the University's Global portfolio, working closely with Associate Deans (International) in the three Faculties and across professional services. They will be expected to support interdisciplinary working and connect with international priorities across diverse academic disciplines and institutional remits.

The International Partnerships Manager will work collaboratively with the International Partnerships Officer, The TNE Officer, the International Partnerships Coordinator, and wider Global Engagement and Partnerships team.

The IEO manages over 40 collaborative education agreements at UG, PGT and PGR levels and over 70 MoU agreements and the post-holder will be expected to manage these agreements with administrative support from the International Partnerships Coordinator. They will provide expertise and advice to internal stakeholders and prospective partners on due diligence, process, and policy for new business development.

The post holder will contribute to budget and resource planning for International Partnerships and will provide reports to the Associate Director of International Engagement and Director of TNE. They will manage a seed fund portfolio for strategic partnerships, including the UGPN Research Collaboration Fund and the Surrey-Adelaide Partnership Fund, and will coordinate other strategic international seed funds, including FAPESP SPRINT.

Supplementary Information

- The post holder will be required to undertake overseas travel as part of the role, and this will involve working outside usual working hours and over weekends.

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

Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable management experience in similar or related roles.

E

Or: Substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role.

**Essential/
Desirable**

**Level
1-3**

Global Perspective: A deep understanding of global higher education trends, knowledge of diverse international markets, and a global perspective on education.

E

3

Cultural Competence: Demonstrated cultural sensitivity and awareness, with experience working with individuals from diverse backgrounds and cultures.

E

3

Leadership and management: Direct managerial track record with demonstrable skills such as coaching, mentoring and managing performance.

E

3

Detailed knowledge and understanding of international partnerships activity in Higher Education.

E

3

Proven communication and interpersonal skills, including effective stakeholder and relationship management across different levels of seniority.

E

3

Excellent writing and presentation skills, including experience preparing briefings, reports and publicity materials.

E

3

Project management skills gained through previous experience.

E

3

Proven analytical and problem-solving capability.

E

3

Special Requirements:

**Essential/
Desirable**

Willingness to travel and occasional weekend and evening work

E

Core Competencies This section contains the level of competency required to carry out this role.

**Level
1-3**

Communication

3

Adaptability / Flexibility

3

Customer/Client service and support

3

Planning and Organising

3

Continuous Improvement

3

Problem Solving and Decision Making Skills

3

Managing and Developing Performance

3

Creative and Analytical Thinking

3

Influencing, Persuasion and Negotiation Skills

3

Strategic Thinking & Leadership

2

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.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The Global Engagement and Partnerships Office (GEP) Office sits within the University of Surrey's broader Global portfolio, which is led by the Vice-President, Global. A member of the University Executive Board, the VP, Global also oversees Advancement, Communications and Marketing, International Student Recruitment and Events.

The GEP Office is led by the Director of TNE and comprises the Partnerships and Mobility teams. Supporting the implementation of Vision 2041, Surrey's institutional strategy, the GEP Office manages a diverse suite of partnerships for international student mobility, education, TNE and research, and builds relationships with funding bodies, policy organisations, and civic communities in the international Higher Education sector. The GEP Office's relationship with Faculties and the academic community at Surrey is guided by the Associate Deans International (ADIs) and is overseen by the Associate Vice President for External Engagement, a senior liaison role.

Department Structure Chart



Relationships

Internal

- Senior leadership team
- Academic staff
- Professional Services staff

External

- Partner Universities & Research Institutes
- Overseas Government stakeholders
- Funding Bodies
- Sector Bodies