

Post Details		Last Updated: 26/02/2026	
Faculty/Administrative/Service Department	International Engagement Office (IEO)		
Job Title	International Partnerships Officer		
Job Family	Professional Services	Job Level	4
Responsible to	International Partnerships Manager		
Responsible for (Staff)	N/A		

Job Purpose Statement

Reporting to the International Partnerships Manager, this role will provide high-level support and expert advice for the successful delivery of strategic global partnerships and university networks in education and research.

Situated in the International Engagement Office, the role will be collaborating closely with key internal stakeholders, including the Associate Deans (International) in the three Faculties, and will be expected to build effective working relationships to engage with academic and professional services staff across the institution, including International Student Recruitment, Advancement, Academic and Quality Assurance, Research and Innovation Services, the Doctoral College, and Marketing and Communications. Externally, the role will be a key point of contact for international partner institutions, including universities, funding bodies and policy organisations in Higher Education.

The role will provide forward-thinking and high-quality service and expertise for strategic partnership projects and will coordinate a broad portfolio of partnership activities across priority global regions to facilitate business development and global learning, collaborative research and research training, as well as profile-building and advocacy. Supporting the University's strategic objectives, the role holder will help enhance global reputation and visibility, increase student recruitment, and enable impact and innovation in education and research.

This is a busy and varied role, which will facilitate partnerships across key dimensions of international engagement, including providing qualitative insights and data analysis to interpret and evaluate opportunities; coordinating high-level visits and delegations; developing agreements; monitoring outputs and impact; and showcasing activities on the website and in marketing and communication channels and collateral. The post-holder will be expected to take a pro-active approach and show keen initiative to engage institutional and stakeholder priorities, suggest innovations and improvement for working process, deploy business acumen and creative problem-solving skills, and build strong knowledge of sector trends and international HE policy developments.

Key Responsibilities 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. Providing insights and analysis:** Identify, interpret and evaluate partnership opportunities for internal stakeholders, including presenting briefs and recommendations to the International Partnerships Manager and senior staff. Understand institutional and stakeholder priorities to provide informed advice and share relevant opportunities. Support the International Partnerships Manager in the development of KPIs and milestones for partnerships and monitor and review success and outputs, working with stakeholders to identify, source and present relevant data and information.
- 2. Relationship and stakeholder 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.
- 3. Business development for education-led partnerships:** Advise on, and support, the development of new and existing collaborations in education with international partners. Work with the International Partnerships Manager and Associate Deans (International) to scope and develop new models, as well as opportunities for experiential global learning.

4. **Business development for research-led partnerships:** Advise on, and support, the development of strategic research-led partnerships and maximise engagement with global networks and alliances, including support for international seed-funding schemes, researcher mobility and research development workshops, partner conferences, and high-level visits and delegations. Support strategic planning and new partner engagement, including for civic, policy and societal impact. Current strategic partnerships include the Adelaide University, and the University Global Partnerships Network (UGPN) with North Carolina State University and the University of São Paulo, with significant scope for growing strategic engagement in India, South East Asia, and other regions of the Global South.
5. **Communications and marketing:** Draft compelling copy and content for the IEO webpage and social media to announce and showcase partnership events and activity. Coordinate impact case studies and blog entries to highlight student and staff engagement with international partners and contribute to University reports, showcases and external submissions.

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 assignments set by the International Partnerships Manager and strategic imperatives set by the Associate Director of International Engagement, as well as external requirements from international partner institutions, in line with University strategy on international partnerships and engagement.
- As assigned by the International Partnerships Manager, the role holder will be expected to plan and organise a portfolio of partnerships activities and projects within the IEO, and they will be expected to contribute to University-wide projects and long-term engagement planning in the IEO.

Problem Solving and Decision Making

- The role requires good judgement, analytical skills, cultural competence, and a holistic approach to resolving problems, issues and challenges in international partnerships activity.
- While the role holder will be guided by established process and precedents and will be supervised and advised by the International Partnerships Manager, 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 process, data and information management to enhance efficiencies, monitoring, and strategic value of partnerships activities to the IEO and key stakeholders at the University.

- The role holder will be expected to build effective working relationships with colleagues across relevant professional services and mid-level academic management roles to understand established process and evolving priorities in international engagement and liaise effectively to resolve problems, improve process, and develop a joint-up approach where appropriate and necessary.
- Guided by the International Partnerships Manager, the role holder will pro-actively engage with communities of practices internally and externally at sector events to learn about, 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 data analysis and relational databases, regional market and policy insights, quality assurance, relationship management, digital communications, and global trends in partnership formats and instruments.

Accountability

- 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.
- This role supports due-diligence preparation and data collation; institutional risk assessment and approvals are led by the International Partnerships Manager and/or Associate Director of International Engagement with Legal/Compliance.
- This role contributes to KPI tracking and dashboards; performance targets and approvals remain with the International Partnerships Manager/Associate Director of International Engagement.

Dimensions of the role

- The role has no direct reports but will be working collaboratively within the International Partnerships team of 3, and the wider International Engagement Office of 11, which includes the International Mobility team.
- The role will be situated within the University's wider international engagement team, working closely with Associate Deans (International) in the three Faculties and across professional services. They will be expected to support interdisciplinary and cross-departmental working and connect with international partnerships priorities across diverse academic disciplines and institutional remits.
- The role will be providing support for the successful implementation of active collaborative education agreements at UG, PGT and PGR levels as well as active MoU agreements, undertaking limited but specific work to document, monitor and promote agreement activity. They will be expected to be a first point contact for new business development and provide and triage expertise and advice on due diligence, process, and policy under the guidance of the International Partnerships Manager.

- They will contribute to a select number of strategic partnerships projects whilst leading on specific assignments to support a broader portfolio of partnership visits, events, and joint activity formats, as well as undertaking scoping and horizon-scanning for pro-active partnerships development. The IEO currently manages two strategic partnerships, including the UGPN Network and a partnership with the Adelaide University, and coordinates the development of strategic engagement across priority global regions in line with Faculty and University strategies and external opportunity.

Supplementary Information

- The role holder will be required to undertake occasional domestic and overseas travel as part of the role, and this may involve working outside usual working hours and over weekends. Time off in lieu will be given.

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

- Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.
- Or:
- 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

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Experience working in international higher education or related sector

E

3

Cultural competence and ability to work effectively across cultural contexts

E

3

Proven project coordination and problem-solving capability

E

3

Excellent research and analytical skills with the ability to filter and evaluate data and information, analyse findings and provide informed recommendations

E

3

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

3

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

E

2

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

E

3

Special Requirements:

**Essential/
Desirable**

N/A

N/A

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	1
Managing and Developing Performance	n/a

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

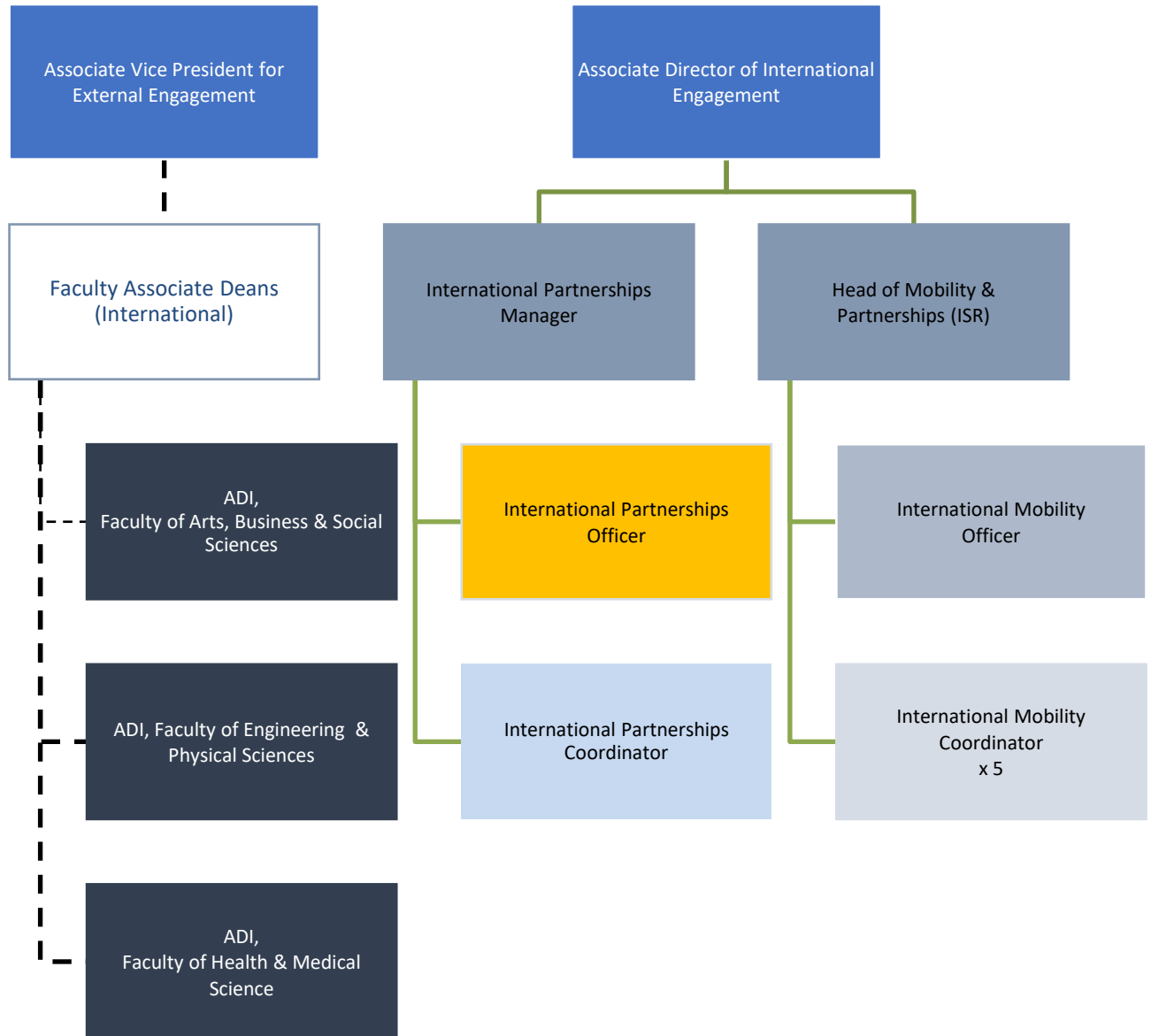
Background Information

The International Engagement Office (IEO) sits within the University of Surrey's broader External Engagement 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, and International Recruitment.

The IEO is led and managed by the Associate Director of International Engagement and comprises the International Partnerships and the International Mobility teams, with the remit to promote and implement the University's Vision 2041 Strategy and support Faculty-level international engagement priorities in collaborative education and research-led partnerships. The IEO's relationship with the academic community is guided by the Associate Deans International (ADIs) in each Faculty and is overseen by the Associate Vice President for External Engagement, a senior liaison role. The IEO manages institutional partnerships with universities and research institutes overseas, including student and staff mobility for collaborative education and research, and builds relationships with funding bodies, policy organisations, and civic communities in the international Higher Education sector.

In addition to a strategic partnership with the University of Adelaide, Surrey is one of the founding members of the University Global Partnerships Network (UGPN), a trans-continental network with current members including North Carolina State University and the University of São Paulo. The IEO provides secretariat support for the UGPN and the University also currently chairs the network.

Department Structure Chart (The role is highlighted in yellow)



Relationships

Internal

- Associate Deans (International)
- Academic staff across Faculties
- Professional Services staff, in particular in Academic and Quality Assurance, International Student Recruitment, Research Strategy, Doctoral College, Advancement, Marketing and Communications

External

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