



### Head of Global Engagement

<b>Faculty/Directorate/Service Area:</b>	MRI
<b>Job Title:</b>	Head of Global Engagement
<b>Department/Subject:</b>	Global Engagement
<b>Salary:</b>	Grade 10
<b>Hours of work:</b>	Full Time
<b>Contract:</b>	Permanent
<b>Location:</b>	This position will be based at the Singleton Park Campus

<b>Main Purpose of Post</b>	<p>The Head of Global Engagement will lead on development of the University's plan for Global Engagement which includes Transnational Education (TNE), Exchange &amp; Study Abroad programmes, International Strategic Partnerships, and online course delivery, reviewing practice and driving change, with a critical focus on external markets. Markets will include countries across East and SE Asia, South Asia, the Middle East, Africa, Europe and North America. The role-holder will be responsible for growing a profitable, financially sustainable partnership portfolio through negotiation and contracts oversight to maximise offshore recruitment including online delivery and income generation; develop reputation building activities through Transnational Education (TNE) partnerships; and identify opportunities to expand student exchange and study abroad programmes</p> <p>You will report to the Director of Marketing, Recruitment and International, and be a senior member of the Marketing, Recruitment and International Directorate (MRI) which comprises of the following services: Admissions, Global Swansea (International Recruitment and Operations and Global Engagement), Marketing, Marketing Intelligence, and UK Student Recruitment. As a member of the MRI leadership team, you will make a significant contribution to the University's long-term strategic direction.</p> <ol style="list-style-type: none"><li>1. Work closely with the Pro Vice Chancellor International Engagement, Associate Deans International, Directors of Strategic Faculty Operations and the Director of Marketing, Recruitment and International to:<ul style="list-style-type: none"><li>• develop detailed plans to operationalise and implement the University's Global Engagement plan within the International Strategy</li><li>• identify new business development opportunities and mobilise resource to grow offshore market share including online delivery</li></ul></li><li>2. Line manage the Exchange and Study Abroad 'Go Global' team supporting the development of programmes that ensure opportunities for mobility both to and from the University are maximised and that they support broader recruitment initiatives across the institution.</li><li>3. Line manage the Global Engagement team to develop and embed a strategic approach to the identification, negotiation, operationalisation, review and assessment of existing and future potential educational partnerships, including TNE arrangements to support recruitment and build global reach and reputation.</li></ol>
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	<p>4. Lead on business development initiatives with new and existing partners, preparing and seeking support for business cases and progressing proposals through the University's approval processes, including: -</p> <ul style="list-style-type: none"> <li>a. Ensuring any proposed partnership aligns to the International Strategy and Global Engagement processes;</li> <li>b. Ensuring that the business plans and associated costing models of the partnership activities are sensitive to market conditions, robust and commercially viable.</li> <li>c. Ensuring that the structure(s) and resource(s) are in place to support the proposed new partnership, including appropriate support mechanisms.</li> <li>d. Ensuring that appropriate targets/KPIs for the partnership arrangement are agreed.</li> <li>e. Ensuring risk analysis and due diligence processes for the approval of all new partners and negotiate the terms of the partnership, in line with the framework.</li> </ul> <p>5. Work collaboratively with Faculties and Professional Services leads to develop accurate and consistent partnership proposals, action plans, KPIs setting, and ensuring a cohesive approach to budgeting and budget monitoring.</p> <p>6. Embed and nurture in the Global Engagement team the collaborative principles and practices of matrix working and project management through training and professional self-development.</p> <p>7. Develop a product catalogue to serve as a resource and toolkit to ensure delivery against institutional objectives and provide a joined-up service to Faculties.</p> <p>8. Collaborate with other professional services to establish Statements of Service to support Global Engagement portfolio delivery.</p> <p>9. Create, lead and inspire the Global Engagement and Go Global teams to deliver effective services, fostering a positive and productive work environment, encouraging growth in individuals, recognising positive contributions and achievements.</p> <p>10. Take a proactive approach to building and maintaining effective relationships with key external stakeholders and partners, playing an active role in relevant professional networks to keep abreast of sector trends, information sources, new and innovative approaches to global engagement and related activities.</p> <p>11. Act as an Ambassador for the University at all times, representing the Director and PVCI as required in the UK and overseas.</p>
General Duties	<ul style="list-style-type: none"> <li>1. To fully engage with the University's Performance Enabling and Welsh language policies</li> <li>2. To promote equality and diversity in working practices and to maintain positive working relationships.</li> <li>3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.</li> <li>4. Any other duties as agreed by the Faculty / Directorate / Service Area.</li> <li>5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy</li> </ul>



## Leadership Values

All Professional Services areas at Swansea University operate to a defined set of Core Values: [Professional services values](#) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.

In addition you will operate to a defined set of [Leadership Values](#):

### **We are Professional**

We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.

### **We Work Together**

We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.

### **We care**

We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motivate and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.



### **Essential Criteria:**

#### **Leadership Values:**

- Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.
- Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.
- Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.

#### **Qualifications**

- A first degree and/or recognised relevant professional qualification
- Significant experience in a directly relevant role.

#### **Experience**

- Significant experience of international higher education both from a strategic and operational perspective.
- Proven experience of delivering and managing international educational operations ie global partnerships, TNE, study abroad/mobility, and online delivery.
- The ability to understand and be sensitive to different cultural norms when establishing international business relationships to engender trust with a variety of stakeholders including colleagues, students, collaborative partners, and external representatives in the UK and overseas.
- Experience of managing and delivering cross-team projects.
- Evidence of the ability to communicate at a strategic level within and beyond the University demonstrating strong interpersonal skills: communicating, explaining, persuading, negotiating – to staff at all levels, senior University bodies and a range of external stakeholders.
- Evidence of the ability to plan, negotiate and deliver strategic plans demonstrating the ability to balance short-term operational pressures with long-term change and development projects.
- Experience of legal, business, and financial arrangements for collaborative provision, including relevant budget management and financial reporting abilities.
- Evidence of being a dynamic individual with the ability and vision to influence the future direction of the University's strategy including leadership and interpersonal skills to motivate staff to deliver high standards of professional service.
- Evidence of managerial skills including team management, financial resource management, the ability to Chair meetings and project groups and to be an effective senior team member.
- Highly flexible and able to travel on a national and international basis when required.

#### **Knowledge and Skills**

- Extensive knowledge of operational areas as they relate to partnerships, mobility and TNE.
- Detailed understanding of international education markets as well as relevant regulations and legislation.
- Outstanding and clearly evidenced leadership skills within international higher education.

	<ul style="list-style-type: none"> <li>• Strong interpersonal skills and ability to work with a wide range of people and with the ability to inspire trust and confidence.</li> <li>• Excellent skills in communicating to multiple audiences and stakeholders using nuanced channels and styles and to diverse cultural backgrounds.</li> <li>• Ability to network and represent the University in multiple situations nationally and internationally.</li> <li>• Ability to think strategically and creatively, acting decisively to support global engagement aims.</li> <li>• Strong people management skills and the ability to inspire others to deliver their targets and goals.</li> <li>• Strong planning and project management skills including large scale activities.</li> <li>• Excellent written and verbal communication skills, with an ability to present complex information in an accessible way and to be able to effectively persuade and influence.</li> <li>• Experience of effective resource and budget management and planning.</li> <li>• Skilled at problem solving and with a flexible and adaptable approach that recognises a constantly changing landscape.</li> </ul> <p><b><u>Desirable Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Experience of leadership with responsibility for strategic direction and development</li> <li>• Experience of working in an international HE context</li> <li>• Project management qualification</li> </ul>
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Welsh Language Level	Level 0
Additional Information	Informal enquiries: Dr Mark Skippen, <a href="mailto:m.w.skippen@swansea.ac.uk">m.w.skippen@swansea.ac.uk</a>