



COLLABORATIVE PROVISION PROJECTS OFFICER: EUROPE

**SALARY RANGE: £32,000 – £35,000 PER ANNUM
PLUS EXCELLENT BENEFITS**

Richmond, The American International University in London, is seeking to appoint a Collaborative Provision Projects Officer: Europe. Richmond is a private, not-for-profit, liberal arts and business studies University. It has dual degree accreditation, awarding UK and US taught undergraduate and master's degrees.

The Collaborative Provision Projects Officer: Europe will support the Deputy Registrar: Quality Assurance (QA) with the implementation of a new portfolio of international collaborative provision in Europe. The Officer will provide dedicated support to the external contacts at partner institutions to lead towards University's validation of programmes in Europe. The Officer will provide bilingual support to internal colleagues and external contacts and track each project to achieve key deadlines and benchmarks.

Some of the responsibilities associated with this role will involve:

- project management of specific initiatives, partnerships and external collaboration;
- monitor project milestones and report on any issues that may affect deliverables to the Deputy Registrar: QA and/or senior management;
- prepare and develop complex project plans in liaison with the Collaborative Provision Committee, Registry Services, Admissions and Quality Assurance (RAQA) colleagues, partner institutions and external bodies.

It is essential that the preferred candidate has business fluency in Spanish and/or Italian. Also essential, is experience of initiating and completing projects demonstrated through the use of project management techniques. The role-holder will be proficient in using MS Office applications and appropriate project management and translation products. It is desirable that the role-holder will have knowledge or understanding of UK, US, and/or European Higher Education QA, along with a relevant Project Management qualification.

Richmond is an equal opportunities employer.

A Basic level Disclosure and Barring Service check will be required.

For further information about this vacancy and the University, please visit: www.richmond.ac.uk.

Closing date: 19 January 2022

Please submit an application online at <http://careers.richmond.ac.uk/> ensuring you upload a current CV and supporting statement, together with details of three recent work-related references.

Please note that while submitted applications will be acknowledged, we are unable to provide individual feedback to applicants.

JOB DESCRIPTION

TITLE: COLLABORATIVE PROVISION PROJECTS OFFICER: EUROPE

REPORTING TO:

The Collaborative Provision Projects Officer: Europe reports to the Deputy Registrar: Quality Assurance (QA). The Collaborative Provision Projects Officer: Europe will work within the Department of Registry Services, Admissions and Quality Assurance (RAQA) and will work closely with the Academic Schools, the International Programmes team and external collaborative partners.

SUMMARY:

The Collaborative Provision Projects Officer: Europe will support the Deputy Registrar: QA with the implementation of a new portfolio of international collaborative provision in Europe. The Officer will provide dedicated support to the external contacts at partner institutions to lead towards University's validation of programmes in Europe. The Officer will provide bilingual support to internal colleagues and external contacts and track each project to achieve key deadlines and benchmarks.

MAIN DUTIES:

The Collaborative Provision Project Officer's main duties are to:

- project manage specific initiatives, partnerships and external collaboration;
- prepare and develop complex project plans in liaison with the Collaborative Provision Committee, RAQA colleagues, partner institutions and external bodies;
- provide a central focus for collaborative partnership working across the University, leading and developing institutional procedures and guidelines, and maintaining an overview of current and planned collaborative developments;
- monitor project milestones and report on any issues that may affect deliverables to the Deputy Registrar: QA and/or senior management;
- evaluate level of risk and support detailed reports for undertaking academic due diligence as part of the Collaborative Provision Committee;
- support the approval schedule and on-going monitoring and review of collaborative partnerships; and initiate the timely review and re-approval process;
- maintain a detailed and accurate institutional register of collaborative provision and associated library of agreements including Memoranda of Understanding, Articulation Agreements and relevant Handbooks for external body audit;
- perform additional duties as assigned by the Academic Registrar or Deputy Registrar;
- adhere to and promote the University's health and safety policies and procedures.

LOCATION:

The Collaborative Provisions Project Officer is located primarily at the University's Richmond Campus but, at the discretion of the Deputy Registrar: QA, may be required to work occasionally at the University's Kensington study centre. The permanent location of this role will change to the University's new Chiswick campus in 2022. Current COVID-19 risk mitigation measures dictate a balance of campus and home-based working arrangements, which will continue indefinitely and after the campus move to Chiswick. The post holder may also need to occasionally travel to the University's additional study centre in Leeds, and to partner Institutions in the UK and worldwide.

SPECIAL NOTE:

A basic level DBS check is required for this position. A requirement to work with international partners outside of core hours will be agreed with team members.

GENERAL:

The above responsibilities are subject to change at the discretion of the Deputy Registrar: QA and shall include other responsibilities as the Deputy Registrar: QA may occasionally assign. The Deputy Registrar: QA may also, at his/her discretion; reassign some of the above responsibilities. The Deputy Registrar: QA will work with the Collaborative Provision Projects Officer: Europe to co-ordinate work and resolve problems and will evaluate the post holder's performance.

PERSON SPECIFICATION

ESSENTIAL:

- business fluency in Spanish and/or Italian;
- significant experience of initiating and completing projects demonstrated through the use of project management techniques;
- previous experience of servicing, chairing and facilitating complex meetings with external stakeholders;
- a proficient user of MS Office applications and appropriate project management and translation products;
- the ability to communicate with a variety of audiences and to present complex information in an accessible manner;
- a flexible, proactive approach to work and a positive attitude towards change;
- an ability to work well independently and as part of a team to produce work of a high standard to specific deadlines;
- an ability to use initiative and creativity to resolve problems;
- demonstrable confidence in dealing with senior University staff and senior stakeholders in partner organisations;
- commitment to maintaining high standards of customer service within a busy working environment;
- a thorough approach to work and attention to detail;
- a willingness to undertake further training;
- intercultural sensitivity and discretion;
- empathy with the mission of the University;
- an undergraduate degree or equivalent.

DESIRABLE:

- knowledge or understanding of UK, US, and or European Higher Education quality assurance;
- experience of high-level committee servicing;
- relevant and active membership of an appropriate membership body such as the Association of University Administrators (AUA) and/or the Academic Registrars Council (ARC);
- relevant project management qualification.

DATE REVIEWED:

December 2021.