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| Job Title | Director of International & Professional Services |
| Band | 7 |
| Group | International & Professional Services |
| Responsible to | Executive Director of Operations (Deputy CEO) |
| Responsible for | International & Professional Services  Management of a team of approx. 16 employees Management of budgets allocated to requirements   |

# Organisational context

QAA is the UK’s independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK, and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world leading and independently assured higher education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. In 2018, the Secretary of State designated QAA as the body responsible for assessing quality and standards in England, and we work closely with the devolved administrations in Scotland, Wales and Northern Ireland. We launched a membership offer to UK institutions in 2019 and to international institutions in early 2022. This is a refocused role within QAA's International and Professional Services team, created as a result of QAA's international growth, and is critical to delivery of the Agency's vision and international strategy.

**Role summary**

The postholder will lead on the delivery of QAA’s international activities, committed to providing high standards of customer service and to driving systems and process changes required to meet those standards. The postholder will be responsible for overseeing the delivery of all aspects of the Agency’s international work, including QAA’s international membership services, accreditation, consultancy and QE-TNE (quality evaluation and enhancement of UK transnational education). The postholder will also be responsible for leading on QAA’s international partnership building, ensuring the Agency continues to work with governments, agencies and institutions globally to benefit UK higher education and its international reputation.

This role is pivotal in driving growth for QAA - a key strategic priority, maximising opportunities and ensuring operational efficiency.

**Main duties and responsibilities**

* Responsible for QAA’s engagement with higher education providers, governments and other stakeholders regarding the delivery of QE-TNE, international membership services and the Agency’s portfolio of global commercial services.
* Develop and manage strategic relationships with key stakeholders including appropriate sector bodies, UK government, and representative and professional bodies to benefit UK higher education and its international reputation.
* Responsible for QAA’s (non-European) international strategic engagement, working closely with teams across the Agency to ensure the flow of intelligence to the sector supports UK higher education’s reputation and growth, and to enable delivery of effective member and customer-focused outcomes, building and maintaining partnerships with stakeholders.
* Work closely with the Business Development Team to support the identification and realisation of international opportunities, including contributing to shaping client solutions and proposals, and building relationships with prospective clients.
* Accountable for the delivery of contracts in areas of responsibility including ensuring work is delivered on budget, on time and to a high standard, resulting in repeat business.
* Ensure that delivery, membership retention and customer satisfaction targets are achieved for QE-TNE, international membership services, accreditation and consultancy.
* Keep abreast of the changing global context and wider HE environment, identifying emerging opportunities for QAA to engage and develop future potential partnerships and income growth.
* Responsible for all aspects of customer relationship management for the service lines, reporting and implementing service improvements to improve ratings, drive brand recognition and develop income streams.
* Lead and manage a motivated and effective team with the skills and capabilities to manage, maintain and grow effective partnerships across the sector, winning hearts and minds of key target market segments.
* Ensure that new service developments are introduced and managed successfully using appropriate project management tools and procedures, and resources allocated appropriately.
* Support the Executive Director of Operations in developing budgets and staff planning, taking responsibility for the implementation of decisions.
* Represent QAA’s interests within the sector and internationally, generating stakeholder commitment to QAA’s vision, and ensure that QAA is adaptable to changes in the sector.
* Drive delivery of organisational transformation and business efficiency across all UK and international operations.
* Lead, manage, motivate and develop direct reports and functions.
* Represent QAA at select conferences and international events.

**Key contacts**

* Business Development Team
* Deputy CEO and Executive Director of Operations
* Senior Management Team
* Executive Team
* International partners
* International members and customers
* Membership Quality Enhancement and Standards Team
* Finance
* Relevant third parties

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

**Person Specification**

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| **Attributes** | **Criteria** | **\* How measured** |
| **Experience** | * Broad understanding of service delivery models, concepts and principles gained through extensive business exposure in a diverse range of organisations or services.
* A strong track record of identifying, developing and delivering opportunities for international development.
* Experience of operating within a customer-focussed and target-driven environment.
* Experience of managing multiple complex contracts to achieve value for money.
* Experience of working at a senior management level in quality assurance/enhancement or a related function within a higher education setting.
* Experience of quality assurance and enhancement at an international level.
* Experience of leading and managing large teams and of managing budgets and resources.
* Experience of leading projects and project teams in a matrix structure.
* Experience of partnership building and influencing key stakeholders in order to support the evolution of an organisation.
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| **Qualifications and training** | * Degree, or equivalent relevant experience.
 | A |
| **Knowledge, skills and abilities** | * Thorough understanding of customer service and service development.
* An understanding of how commercial acumen can be blended with a public sector ethos.
* Knowledge and understanding of the setting and delivery of commercial contracts.
* Evidence of developing the marketplace from concept to delivery, identifying and realising income generating opportunities and pursuing savings through effective contract and supplier management and service delivery improvements.
* Solid partnership building and influencing skills.
* A passion for professionalism and creating value-added services, a customer first approach.
* Tenacious, and at the same time, collaborative.
* Up-to-date knowledge of the UK and international higher education environment and its policy context.
* Strong leadership skills with the ability to inspire and motivate others.
* Excellent written and verbal communication skills.
* Excellent interpersonal skills, with the ability to negotiate, influence and gain buy in.
* High level of judgement and decision-making skill.
* Languages other than English (desirable).
* Sensitivity and understanding of working in a customer and service-focused environment.
* Ability to performance manage effectively to ensure accountability and responsibility.
* Ability to manage own work in a structured and methodical way.
* Ability to proactively manage teamwork, outputs and accountability through structured performance management.
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| **Behaviours** | * A willingness to work flexibly with a flexible, “can-do approach.”
* Show initiative where necessary to meet the needs of QAA.
* Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence.
* Ensure the image of QAA is represented in a positive, helpful and professional manner.
* Highly motivated and able to work under pressure.
* Confident and self-motivated.
* Critical reflection and continuous improvement.
* Ability to demonstrate, understanding and apply our workplace values.
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| **Location** | Flexible with travel to our Gloucester office and UK/international travel required. |

**\*A: Application; I: Interview; E: Exercise Date: June 2022**