

Job Description

Post/Job Title:	Partnerships Manager (Registry and Operations)
Reference:	
Faculty/Professional Service:	Academic Services
Group/Section:	Academic Registry
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods, and some evening and weekend work may be required to support specific activities.</i>
Grade:	7
Accountable to:	Head of Academic Registry
Responsible for:	n/a
Special Conditions:	

Job Purpose

The Partnerships Manager is responsible for leading the management of partnership provision within the registry and programme operations functions. This includes the development and improvement of frameworks, regulations, policies and procedures relating to partnership provision at BU.

The post holder will ensure effective administration across the student lifecycle for the provision of validated, franchised, and other partner-delivered programmes. The post will report to the Head of Academic Registry and will work closely with the Head of Academic Operations and the Programme Operations, Assessments and Awards and Student Records and Reporting Managers.

Main Responsibilities

1. Work closely with colleagues in Academic Operations, Academic Registry, Academic Quality and Admissions to articulate their requirements and constraints in relation to registry and programme operation activities for partnership provision, understand opportunities to improve processes and enhance operational efficiency.
2. Develop and plan an ongoing programme of process and system improvement work.
3. To lead on the development of policies and procedures to support the growth in partnership provision.
4. To develop procedural guidance to support the student lifecycle administration for partnership provision, including:
 - Registration, enrolment and student change of circumstances
 - Student records and data management
 - Assessment, mark processing, boards
 - Progression, awards and certification
5. Establish and maintain effective relationships with senior managers, academics and other stakeholders to understand and respond to the academic administration partnership needs of the University.
6. Provide guidance, training, and documentation on registry and programme operation processes, timelines, and compliance requirements.

7. Support system developments, reporting enhancements, and digital transformation initiatives related to partnership data.
8. Act as the primary registry and programme operations contact for partners on operational and academic administration matters.
9. Identify, manage, and escalate operational risk associated with partnership provision to the Head of Academic Registry and Head of Academic Operations.
10. To contribute to the continuous improvement of Academic Services by identifying opportunities for process enhancements, to contribute to the development of performance measures and to regularly monitor performance against agreed standards.
11. Attend regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the University.
12. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
13. Any other duties that may reasonably be required by senior managers in Academic Services.

Contacts

- Internal:** All levels of staff across Faculties and Professional Services, including Academic Registry, Academic Operations and other Academic Services colleagues, Associate Deans, Deans, Heads of School.
- External:** Sector agencies and organisations, partners in the UK and overseas covering a broad range of academic-related activity

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Data Steward

- i. Inspect, manage and monitor Information Governance compliance within their area.
- ii. Identify and manage data protection risks for the data used within their team/function.
- iii. Supervise what data is stored where, in what format and its quality throughout its lifecycle through to its appropriate deletion/destruction.
- iv. Ensure access is provided where there is a clear justification and removed when it is not required.
- v. Ensure appropriate safeguards are in place to protect data (e.g. physical and technical controls, and local processes and procedures are development, implemented, followed and regularly reviewed).

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

May 2026



Person Specification

Post / Job Title: Partnerships Manager (Registry and Operations)	Post No:
School / Service: Academic Services	Date: May 2026
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Significant experience working in an academic registry or academic administration role within the HE sector	E
Strong knowledge of academic regulations, student lifecycle administration, and compliance requirements.	E
Experience of HE policy development and implementation	E
Experience in the design, implementation and evaluation of process and procedures	E
Extensive experience of HE registry and academic operations frameworks and requirements including partnership provision	D
Experience of leading a team in a complex environment	D
Skills	
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders	E
Ability to quickly assimilate complex information and provide expert opinion or specialist advice	E
Excellent written and verbal communication skills with an ability to write reports and present complex information in a concise and understandable manner	E
Demonstrable ability to manage, understand and interpret complex processes and regulations and explain these to a wide variety of users in an effective way	E
Experience of managing to successful completion complex projects with wide range of stakeholders	E
Ability to review, design and implement processes effectively	E
Ability to analyse and review data and information to benchmark against sector norms	E
Excellent team leadership and the ability to manage team	D
Experience of delivering measurable and visible improvements through enhancement projects	D
Familiarity with student records systems and data reporting tools	D
Attributes	
Communicating vision clearly and enthusiastically to inspire and motivate others	E
A demonstrable commitment to service excellence, and fostering continuous service improvement	E
Highly organised approach with the ability to plan and prioritise workload and consistently meet objectives and success criteria	E
Ability and willingness to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	E
Ability to develop and maintain professional relationships of respect, trust and support with staff and students	E
Demonstrable ability to deliver innovative solutions, both personally and through a team	E
Demonstrable ability to adjust to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	E
Showing commitment to personal development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.	E