

## Role Description

**Title of role:** LIAISON MANAGER

**Date last reviewed:** Approved by Collaborative Provision Sub-Committee on 9<sup>th</sup> February 2017  
Updated (inclusion of references to Data Protection legislation) May 2018

**Faculty:** All

**Department/School:** Various

**Grade of role:** Senior Lecturer or above

**Work Load Allowance:** As appropriate to partner and type of collaborative arrangement

**Principal location of work:** OBU Campus/es - will be required to visit partner organisation/s in the UK or abroad, as appropriate.

**Immediate line manager:** Line Manager for substantive post

**Accountable to:**

Associate Dean (Student Experience) and Associate Dean (Strategy and Development) within home Faculty.

**Will be required to work closely with (as appropriate within home Faculty):** Principal Lecturers (Collaborative Provision); Faculty/School Head of International Partnerships; Principal Lecturers (Quality Assurance and Validation), APQO Faculty link Quality Assurance Officer; Faculty Head of Finance and Planning

**Qualifications required for post:** Commensurate with Senior Lecturer or above

**Overall purpose of post**

The Liaison Manager is responsible for coordinating communications between Oxford Brookes University and a specified partner organisation (UK or International) on any issue relating to specific programme/s named in the Operations Manual, in order to ensure the provision of an excellent student experience, and to safeguard the academic standards and quality of any provision leading to an Oxford Brookes award or credit. This includes aspects such as University regulations and policies, programme delivery, learning support and administration. The Liaison Manager is responsible for ensuring that the programme is being delivered as approved by the University and that student records are accurate and up to date. They provide advice and guidance to the partner to enable them to meet the University's requirements, and a substantive element of their role involves ongoing relationship management.

**Experience required for post:**

See attached Person Specification

**Main duties:**

**Communication, Visits and Relationship Management**

- Regular communications with, and visits to, partner to ensure that the provisions of the Operations Manual are being implemented, and the programme is being delivered as approved.
- Meet with students and staff (separately, as appropriate) during visits

- Complete full and timely visit reports within one month of return

### **Problem Identification and Resolution**

- Work with partner to resolve problems and issues with the delivery and management of the programme/s, as they arise
- Escalate any issues that cannot be resolved promptly, and at the earliest possible stage, in the first instance via the relevant School/Faculty Sub-Group. Ensure that FAESC is notified of any potential breaches in meeting expectations relating to academic quality and/or standards

### **Student Admissions**

- Regularly monitor/audit admissions decisions and procedures (involvement as outlined in the operations manual)
- Ensure student records are accurate and up to date, in both partner and University systems

### **Annual Review Cycle/Risk Register**

- Take part in the Annual Programme Review, and carry out an annual review of the programme documentation and resources supporting programme delivery
- Ensure the Operations Manual is kept up to date (at least once per year, through the Annual Review process). Update the Risk Register and Risk Improvement Plan, as appropriate.
- Ensure programme documentation is logged with APQO annually, and provide regular reports on the quality of provision to Faculty AESC.

### **Regulations**

- Provide advice to partner staff on the implementation of new University policies and regulations applying to the programme.
- Have a good understanding of information flows within the partnership, and work with partner staff to ensure that all information relating to programmes which lead to Oxford Brookes awards is processed in accordance with current Data Protection legislation, and in line with the relevant University policies.

### **Programme Change/Evaluation**

- Provide advice on any minor/major changes required to any aspect of programme delivery and coordinate the approval process, as necessary.
- Coordinate preparations for Approval and Periodic Review events, and other QA exercises; and attend meetings with University panels, as required.
- With the support of the relevant Faculty and APQO (for UK partners) and OBI (for International Partners), monitor changes in statutory regulations that may affect any aspect of programme delivery

### **Assessment/Awards**

- Coordinate the transfer of data from the partner to the University for the production of awards certificates and transcripts, and for the preparation of funding and other statutory returns

- Coordinate nominations for External Examiners, and ensure they are briefed on their role. Work with the partner to ensure that External Examiners are provided with sufficient information to carry out their role.
- Ensure all draft assignment briefs and examination papers are approved by the appropriate Brookes staff and External Examiner prior to issue to students.
- Ensure External Examiner Reports are forwarded to the partner and coordinate response to the External Examiner.
- Where appropriately qualified and trained, chair Examination Committees and/or attend as a permanent member.
- Attend Programme Committees.
- Maintain oversight of the process and decision making in cases of Mitigating Circumstances

### **Student Experience**

- Monitor quality of teaching through peer teaching observation if appropriately qualified (please note there is no formal requirement to produce a written evaluation of this activity)
- Monitor collection and analysis of student feedback by the partner
- Ensure students participate in appropriate committees and forums
- Ensure all new members of teaching staff at the partner institution are formally approved via appropriate channels at the University
- Monitor the ongoing suitability of, and student access to, learning resources
- Assure the quality of work placements (if relevant)
- Carry out a formal site visit if partner teaching premises change or evolve, and complete appropriate report

### **Marketing Material**

- Ensure all publicly available marketing, and other material, about the partnership and programme of study is correct and up to date; and accurately represents the relationship with the University, the delivery of the programme and the awards available. This includes a regular check of web presence.

### **Financial Data**

- Maintain an awareness of key financial data associated with the programme/s, including required minimum student numbers and fee levels. Report any concerns to the Head of Finance and Planning and/or the ADSD (specific to each School or Faculty).

Note: the Liaison Manager is not responsible for the collaborative provision business plan, ongoing marketing plan or financial negotiation/monitoring.

## Person specification

**Faculty/Directorate:** All

**Title of post:** Liaison Manager

**Salary Scale:** Commensurate with substantive post

Specification	Essential	Desirable
Education/Training	Qualifications commensurate with academic position (minimum Senior Lecturer)	
Relevant Experience	<p>Previous experience of Liaison Manager role and/or Programme Management and/or working with international partners and/or on international projects or UK equivalents</p> <p>Demonstrable experience and awareness of sensitivities involved in intercultural exchange</p>	<p>Experience of managing change in a Higher Education setting</p> <p>Experience of developing new programmes, and of taking them through the validation and set-up process</p>
Relevant Skills/Aptitudes	<p>Sound knowledge of Oxford Brookes Quality Assurance procedures, University Regulations, Academic processes and strategies</p> <p>A good general knowledge of Faculty/School academic provision and expertise in the curriculum area of the partner programme</p> <p>Ability to act independently and problem solve quickly and efficiently</p> <p>Understand the importance of escalating problems appropriately and in a timely manner</p> <p>Ability to work with stakeholders across the Oxford Brookes and partner matrix</p>	
Special Requirements	Willingness to travel off campus to other UK and international locations	

Other	Awareness of Data Protection legislation and relevant University policies; and of any other local regulatory requirements that apply to the partnership.	
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