

# **PARTNERSHIPS COORDINATOR**

**Academic Partnerships Team**

**Student and Academic Services**

**SC4911**

**CANDIDATE BROCHURE**





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# WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

**For an informal discussion about the post please contact Jo Piffero, Partnerships Manager, via [J.Piffero@uea.ac.uk](mailto:J.Piffero@uea.ac.uk)**

## UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



# THE ROLE

The Partnerships Coordinator will provide proactive, high-quality, and outstanding administrative support to Academic Partnerships, ensuring the effective delivery of partnership related activity with UEA's UK and international partner institutions. The role holder will provide a responsive, customer focused approach and will focus on excellence in customer experience when working with internal and external stakeholders involved with UEA's partner activity, to ensure successful delivery of a high value service.

The role holder will be responsible for the coordination of validation, programme approval, and institutional approval events, committee scheduling, support and preparation of paperwork, organisation of conferences and events, diary management, maintenance and updates to the Academic Partnerships website, management of the Academic Partnerships shared inboxes, supporting the implementation of the Academic Partnerships marketing and communication strategy, and reviewing office processes and procedures.

The role holder will have some budget responsibility and will be an authorised signatory for a range of accounts.

## KEY RESPONSIBILITIES

- Provide exceptional customer focused service to the Academic Partnerships team, including the Associate Pro-Vice-Chancellor Education Growth, Partnerships and Flexible Provision, staff and students at partner institutions, relevant external bodies, and internal stakeholders, responding to queries, providing information and guidance.

- Build and sustain credible relationships with internal and external stakeholders involved in partnership related activity, as well as demonstrating an underpinning knowledge of partners, their context, and their curriculum offer.
- Provide high-quality and skilled administrative support to the annual cycle of partnership-related committees including the preparation and circulation of agendas, papers, reports and minutes, liaising with the Chairs and partner staff as appropriate.
- Coordinate partner graduation ceremony arrangements, acting as a liaison link between the partner institution, UEA's Vice-Chancellors Office, and other University departments.
- Conduct considered research into suitable potential candidates for the various internal and external roles involved in partner related activity, for example external examiners and external panel members.
- Manage the recruitment and appointment processes for internal and external panel members, external examiners, and UEA academic links, working closely with Partnership Managers and the Associate Pro-Vice-Chancellor Education Growth, Partnerships and Flexible Provision.
- Support the monitoring of partner performance activity, through the collection and maintenance of relevant records, information, and data.
- Obtain and update personal knowledge of Academic Partnership strategy, priorities, activities and plans to understand the context of the University's relationship with partners and to effectively prioritise and pro-actively respond to issues.

## COMMUNICATION AND PUBLICITY

- Responsible for delivering a customer-focused approach as



## THE ROLE (CONTINUED)

the first point of contact for Academic Partnerships when managing the shared inboxes and responding to both internal and external stakeholders in an agile, responsive, and supportive manner, ensuring the coordination of any follow-up action.

- Proactively communicate and engage with a wide range of internal and external stakeholders for both information and action, including partner staff and students, external panel members, external examiners, and UEA academic and administrative staff.
- Support in the implementation of the Academic Partnerships Marketing and Communication strategy, for example producing targeted and appropriate Academic Partnerships website content, ensuring regular maintenance and updating, coordinating and inputting into the production of external publications such as the Academic Partnerships newsletter and materials publicising events
- Ensure all Academic Partnership information and resources, shared across platforms such as the website, MS Teams, SharePoint, and OneDrive, are current.

## EVENT ORGANISATION

- Responsible for the proactive coordination and management of Academic Partnership event activity, such as conferences, face-to-face workshops on and off campus, training webinars, approval events with potential and existing partners, and key stakeholder campus visits.
- Apply administrative and project management skills and techniques to coordinate event tasks which will include:
  - drafting programmes and event plans
  - scheduling events, coordinating diaries and

negotiating to finalise suitable dates

- liaison with internal and external speakers, participants and other key stakeholders
- publicity including social media communications and creating web pages
- receiving and processing registrations, confirming attendance, etc.
- finance including draft budget plans, monitoring and recording expenditure
- arranging venues, hospitality, and travel
- gathering feedback and monitoring and evaluating event effectiveness

## OFFICE ADMINISTRATION

- Responsible for the development and management of efficient and effective administrative systems and processes ensuring optimum use of IT, e.g. filing systems, event registrations.
- Ensure all Academic Partnerships information and resources, shared across platforms such as the website, MS Teams, SharePoint, are current, and all physical and electronic records and files are stored in line with protocols for file storage.
- Ensure robust financial assistance is provided in relation to:
  - procurement of goods and services, paying invoices and arranging payments to Schools and internal and external individuals, maintaining records and schedules
  - monitoring spending and authorising expenditure against specified budgets within defined limits and in accordance with Financial Regulations

## THE ROLE (CONTINUED)

- supporting the process of raising invoices for partner institution fee income, against annual schedules and maintaining records
- adhering to the University's Financial Regulations in relation to procurement and expenditure activities
- Coordinate diary management for the Academic Partnerships Team in a proactive manner, liaising and prioritising as appropriate to ensure that the cycle of events can be accommodated, e.g. Boards of Examiners, committee meetings, regular monitoring meetings.
- Provide high-quality and skilled administrative support for Boards, committees and other ad hoc meetings as required, draft agendas, assist in proof reading and collating papers, ensure all members receive relevant documentation in advance of the meetings, take accurate and concise minutes, initiating follow up action and monitoring progress.
- Manage databases and spreadsheets, generating reports, and accurate management information as required.
- Manage or participate in projects as directed by the Academic Partnerships Team requiring an appropriate balance of initiative with supervision at key stages.
- Ensure the provisions of the General Data Protection Regulation in the handling of staff and student data are abided by.
- Ensure politically sensitive and confidential issues are handled appropriately and with care.
- Obtain and update personal knowledge of current and forthcoming internal and external legislation, policies, and practices concerning key administrative practices, such as HR regulations and guidance, to ensure best practice and compliance.
- Undertake any such appropriate duties as requested

by the Academic Partnerships Team.

## GENERAL

- There will be a requirement for all members of the team to be flexible in undertaking additional or alternative duties commensurate with the grade.
- Contribute to the continuous development and implementation of Student and Academic Services.
- Support and promote the University's Values in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- The post holder is bound at all times to observe the strict rules of confidentiality applicable to work in Student and Academic Services.

# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Experience of working in a similar customer focused administrative role, following processes, and running office or administrative systems (E)
- Proven experience of working effectively in a team and working collaboratively (E)
- Experience of building positive relationships with stakeholders (E)
- Experience of event planning, coordination, and organisation (E)
- Experience of organising meetings and diary management (E)
- Experience of managing projects to a deadline (E)
- Experience of establishing and/or improving office procedures and administrative systems to create efficiencies in a team environment (E)
- Experience of working with external stakeholders (D)
- Experience of providing advice and guidance, such as advising on and signposting to processes (D)

## SKILLS AND KNOWLEDGE

- Strong digital literacy with proven competency in Word, Excel, Outlook, and other packages in the workplace (E)
- Exceptional interpersonal customer service skills with confidence to deal with people at all levels (E)
- Adept at workload prioritisation and working proactively (E)
- High-quality communication skills, both oral and written (E)
- Proven organisational skills demonstrating a methodical, detail-conscious approach to work and the ability to generate accurate data/information (E)

## PERSONAL ATTRIBUTES

- Commitment to continuous professional development and willingness to learn new skills (E)
- Demonstrate UEA's Values and behaviours in day-to-day work and support a team culture that reflects them (E)
- Ability to work effectively with colleagues and students from diverse backgrounds and to contribute to an inclusive working

and learning environment (D)

**Essential Requirements (E)** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements (D)** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.



# FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis.

Salary will be £26,707 to £30,378 per annum on Grade 5 on the single salary spine.

**Place of Work** - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact [staff.visacompliance@uea.ac.uk](mailto:staff.visacompliance@uea.ac.uk)

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email [staff.recruitment@uea.ac.uk](mailto:staff.recruitment@uea.ac.uk)

## HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Friday 16 January 2026**.

It is anticipated that interviews will take place on **Friday 6 February 2026** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

# ABOUT STUDENT AND ACADEMIC SERVICES (SAS)

From the first point of registration to graduation and beyond, SAS provides a full range of support for students, the UEA community, research community and partner organisations.

SAS are responsible for delivering student-centred services, building community at UEA and driving an excellent & holistic student experience across the whole student lifecycle.

SAS also oversees the academic regulations and quality management at the University to ensure a consistent and equitable learning experience and research environment is provided to UEA students by maintaining and enhancing standards.

The division is comprised of several core elements:

- Student Wellbeing and Support Services
- Student community activity and residential life support
- Listening to the voice of the students and closing the feedback loop across the University

- Academic Registry Services inc. Academic Quality and Assurance
- Careers Services, Partnerships, Apprenticeships and Placements
- UEA's Postgraduate Research Service
- Strategy and evaluation of UEA's whole institutional approach to widening access and participation

SAS works in partnership with the Chief Operating Officer and the Pro-Vice Chancellor (Student Experience and Education), so that the University maintains and improves its competitive position in delivering an excellent student experience, graduate experience, and outcomes.







# OUR VALUES

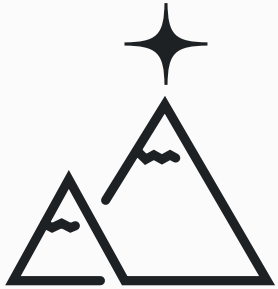
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



## OUR VALUES (CONTINUED)



### AMBITION

**We are ambitious for our future success.**

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



### COLLABORATION

**We are collaborative in our approach.**

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



### EMPOWERMENT

**We empower ourselves and each other.**

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



### RESPECT

**We respect each other.**

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

# ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

**A vibrant place to study, learn and work, UEA is a very special place.**





# A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

## OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)





# OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.





# NORWICH

## A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



*If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

**STEPHEN FRY**



# LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

## BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

## BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

## BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible





An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

### **Equality, Diversity, Inclusion and Wellbeing**

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

