

JOB DESCRIPTION

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| Vacancy reference: | SRF40943 |
| Post Title: | International Account Manager, Employer Relations |
| Grade: | 6 |
| School/Department: | Henley Careers, Henley Business School |
| Reports to: | Dr. Naeema Pasha, Director of Careers |
| Responsible for: | N/A |

Purpose

This role is an exciting opportunity to shape our relationship management with overseas organisations to increase the employment opportunities for Henley undergraduates and graduates. The International Account Manager will develop and create a strategy for building relationships with overseas industry professionals, ensuring it aligns with the broader employer relations strategy. They will also be responsible for leading a number of virtual and in-person Employer Relations events e.g. employer panels, careers fairs and networking events. The successful candidate will grow employer relationships, particularly with organisations based in China, have great people skills and possess sound recruitment knowledge.

New Business Activity

- Strategically plan, develop, build and review business relationships with overseas organisations in order to influence them to create employment opportunities for Henley Business School students and Henley Careers related activities
- Actively promote (via email, over the phone and in person) Henley Careers' placement, project and internship provisions to overseas organisations to actively increase the number and range of employment opportunities
- Research, develop and create material to present at appropriate networking events within the overseas recruitment sector. These may include events run by the ISE, AGCAS, Thames Valley Chamber of Commerce and other related organizations
- Develop strategic relationships with a number of Henley alumni based overseas
- Work in partnership with Henley alumni team to keep them updated on alumni related contact and activity
- Source and proactively investigate employer contacts / opportunities for international students both within and outside the UK

Account Management and Event Management

- Research, devise and deliver on Henley Careers overseas employer engagement strategy
- Create and manage engaging and innovative overseas employer events
- Provide client focused approach to employers at all times
- Link in employers with the wider contacts at Henley Business School ensuring a joined up approach e.g. Executive Education to maximise strategic cross-selling opportunities
- Ensure that all employer account management and events activity is recorded effectively for reporting purposes
- Engage, collaborate and advise/share best practice with the wider Careers and Professional Development Team to maximise student engagement with employers, opportunities and the service

General

- Leading on projects and employer events
- Reporting back to university committees and boards (writing papers, providing data & insight and presenting) which involve employers, ensuring activity is in line with school and university strategy
- Keep up-to-date with relevant international labour market information in order to contribute and share market reports with students and Henley Careers team
- Collect and analyse feedback from employer surveys and events to improve the Henley Careers service
- Evaluate employer activity (number of vacancies, events) to identify relationships that could be developed further
- Build close links with other business schools and universities for benchmarking and networking purposes and looking at best practice
- Work in partnership with the Central Careers team when dealing with shared employer contacts in order to maintain open and transparent lines of communication in order to share best practice with Central Careers and other departments, faculties and schools within the University of Reading.

Supervision received

The post is line managed by Dr. Naeema Pasha, Director of Careers.

Supervision given

N/A

Contact

Employers based overseas, Henley alumni, Henley Careers team, Henley academics, international student recruitment team.

Terms and conditions

Fulltime permanent position, 35 hours per week and occasional weekend working may be necessary.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 11 August 2021

PERSON SPECIFICATION

| Job Title | School/Department |
|-------------------------------|-------------------|
| International Account Manager | Henley Careers |

| Criteria | Essential | Desirable |
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| Skills Required | <ul style="list-style-type: none"> • Ability to develop relationships with employers • Excellent communication skills • IT literate • Ability to organise and prioritise own workload • Excellent networking skills • Strong influencing skills • Drives collaboration and inclusion both internally and externally • Creative thinking to provide innovative employability initiatives • Excellent attention to detail | <ul style="list-style-type: none"> • Proven ability to negotiate with employers • Consultation skills to provide expert advice to employers • Fluent/native Mandarin |
| Attainment | <ul style="list-style-type: none"> • Relevant industry experience | <ul style="list-style-type: none"> • Degree level or equivalent |
| Knowledge | <ul style="list-style-type: none"> • Experience of graduate, internship or Experienced Hire recruitment from employer/university side • Knowledge of sales techniques • Strong customer focus | <ul style="list-style-type: none"> • Knowledge of local, national and international graduate labour markets |
| Relevant Experience | <ul style="list-style-type: none"> • Previous experience in a target driven role • Customer oriented relationship management experience • Strong event management or project management experience | <ul style="list-style-type: none"> • Previous experience working in Higher Education • Sales experience • Experience in industry as a recruiter or hiring manager |
| Disposition | <ul style="list-style-type: none"> • Innovative: ability to come up with new ideas to solve problems • Organised: able to efficiently and effectively work with minimal supervision • Flexibility: ability to deal with ambiguity in an unstructured environment • Strong communication skills: skilled at influencing and | |

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| | interacting with all levels of seniority <ul style="list-style-type: none"> • Good attention to detail • Self-motivated and able to use own initiative | |
| Other | <ul style="list-style-type: none"> • Willingness to work outside of normal hours to cover events (including evenings and weekends), if necessary • Willing to travel as required throughout the UK and globally (between zero and three international travel trips per year) | |

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| Completed by: Matthew Searle | Date: 20 July 2021 |
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