

**BPP Job Description**

**Job Title Head of International Services/ University Branch Manager**

**Department International Higher Education**

**Location BPP University, Dubai**

**Contract type Full time and permanent**

**Hours of work 37.5 hours per week aligned to local needs, Hybrid – 3 days office based**

**Reporting lines Reporting to: Dean of international Higher Education**

**Key Stakeholders Finance Director, Head of Agent Relationships, Head of International Service Delivery**

**Job Purpose**

Located in Dubai as part of BPP’s international growth strategy, this role will be accountable for ensuring the branch and all activity undertaken within it are effectively managed to expected regulatory standards both in Dubai and the UK.

The remit of the branch is to provide education consultancy services working with a global network of agents who recruit international students on behalf of the BPP Education Group and the post holder will develop, operationalise and manage appropriate compliance, record-keeping and reporting systems to manage risk.

Working alongside the Head of Agent Relationships who has accountability for commercial relationships, targets and activities, the post holder will support relationship managers and agency staff to operate with a compliance mindset across all activities.

The post holder will be the local accountable officer for the branch and will be responsible for the day-to-day management. Whilst key support services will be provided from the UK [e.g. legal, IT, Finance] the role will operate autonomously

**Key Responsibilities**

* Set up and smooth running of the BPP branch ensuring operational and regulatory effectiveness
* Ownership and management of an effective system of compliance and reporting to ensure international agent activity aligns to expected regulation in the UK and other jurisdictions
* Research and analysis on education regulation/risk across global markets to support commercial growth opportunities
* Ownership and maintenance of agent contracting and documentation including supporting relationship managers with business cases for new agents
* Agent onboarding and ongoing training including the provision of relevant resources – e.g. Agent Handbook
* Staff training on compliance responsibilities
* Maintenance of an audit readiness plan – internal and external
* Monthly review of agent quality metrics and the implementation and monitoring of action plans where improvement is needed
* Testing of agent quality processes identifying required changes
* Quarterly reports for International Higher Education Committee and University Board of Directors
* Budget management
* Office administration

**Skills, experience & qualifications required - Essential**

* + Suitable education background [degree/professional qualification]
  + 3 years’ experience in a relevant/adjacent compliance role
  + Managerial experience – staff/premises
  + Strong technology/data skills – CRM, PowerBI
  + Ability to produce high quality reports and presentations for different stakeholders
  + Self-starter – ability to manage time, work to deadlines and work across different teams and time zones
  + Ability to interpret data, communicate plans and manage action plans
  + Ability to set up effective operational processes and working practices
* **Skills, experience & qualifications required - Desirable**
  + Understanding of global higher education trends
  + Understanding of UKVI/other global regulators
  + Experience of working in/with key recruitment markets
  + Project management skills
  + Experience of working in a branch/international office
  + Experience of developing system