

Head of Global Operations



Reference: 0129-26

Grade: 9

Salary: £47,389 to 56,535 per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Head of Global Operations provides senior operational leadership for Aston University's international recruitment and engagement activity, delivering the infrastructure, controls, and service standards required to support sustainable global growth.

The role is responsible for designing and operating robust, scalable recruitment operations in a complex, regulated, multi-intake environment.

The role operates with significant delegated authority to identify risk, redesign processes, establish service expectations, and escalate issues where cross-functional dependencies materially impact international recruitment performance.

Key aspects of the role will include:

- ▶ Develop a customer service-focused approach to global sales operations
- ▶ Operate across organisational boundaries to influence recruitment-critical processes owned elsewhere.
- ▶ Create effective risk management control measures in a complex international environment.
- ▶ Devise and deliver a robust, agile multi-year international recruitment process improvement plan.
- ▶ Ensure efficient delivery of large-scale processes, including international scholarships, commissions, sponsor management, and agent onboarding.

Main Duties/Responsibilities

Global Recruitment & Sales Process Management

- ▶ Lead the effective running of complex processes such as multi-million-pound agency commissions and B2B partner onboarding.
- ▶ Implement a robust approach to sponsor management and reporting to support recruitment pipelines.
- ▶ Design, implement, and continuously improve international scholarship management processes, working closely with the Deputy Director for International Recruitment to ensure schemes are operationally efficient, financially controlled, and effective recruitment tools.
- ▶ Own the scholarship and commission spend forecasting and reconciliation, in liaison with the Finance Office
- ▶ Design an 'in-house' project management service for major initiatives like global agent conferences and University delegations.
- ▶ Provide operational oversight of international clearing activity, working closely with colleagues in Admissions and Marketing to support the effective delivery of the annual clearing operation.

Continual Service Improvement

- ▶ Implement a multi-year operational process plan to enable Aston's global recruitment growth strategy.

- ▶ Establish and monitor Service Level Agreements (SLAs) to provide excellent customer service to internal and external stakeholders, including cross-departmental SLAs affecting international recruitment.
- ▶ Promote a compliance and customer service ethos across the team to standardise work practices.
- ▶ Identify, escalate, and mitigate operational bottlenecks outside the team's direct control that materially impact applicant recruitment, enrolment, or partner confidence.

Compliance and Due Diligence

- ▶ Ensure compliance with internal and international regulations, including GDPR, CMA, the Agent Quality Framework and UKVI.
- ▶ Establish due diligence and monitoring procedures for B2B recruitment partners globally.
- ▶ Manage a contract system for over 200 global B2B recruitment partner contracts, including agents and sponsors.
- ▶ Implement BUILA Agent Management best practice guidelines.

CRM Implementation

- ▶ Provide operational ownership of CRM adoption, data quality, and workflow integrity within International Recruitment and Global Operations.
- ▶ Act as the operational voice of International Recruitment in centrally led CRM design and development, ensuring systems support agent management, partner engagement, reporting, and peak-period delivery.
- ▶ Ensure systems and reporting enable effective monitoring of partner performance, pipeline health, and operational risk.

Office Management

- ▶ Provide line management and leadership for the Global Operations team, setting clear objectives and performance expectations.
- ▶ Build team capability in operational judgement, commercial awareness, systems thinking, and cross-functional working.
- ▶ Oversee the operational management of overseas representatives, including hosting arrangements, onboarding, contract management, and associated budgets.
- ▶ Ensure compliance with internal policies, including Health & Safety, Travel Management, and risk assessment processes.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<p>Educated to undergraduate level or higher, preferably in business, marketing, sales, operations, or project management.</p>	Application form and interview
Experience	<p>Demonstrable experience influencing outcomes across teams without direct authority.</p> <p>Experience operating in regulated, high-volume, deadline-critical environments.</p> <p>Detailed knowledge of core and emerging international recruitment markets.</p> <p>Track record of managing large, complex business processes and designing improvements for stakeholders.</p> <p>Evidence of working within regulations such as GDPR, CMA, and the Agent Quality Framework.</p>	Application form and interview
Aptitude and skills	<p>Strong operational and financial literacy, with experience overseeing multi-million-pound budgets, forecasting, and reconciliation.</p> <p>Highly process-literate, with a track record of designing, implementing, and embedding sustainable process improvements.</p> <p>Confident engaging senior stakeholders to resolve delivery risk, challenge assumptions, and drive alignment.</p> <p>Able to balance regulatory compliance with commercial and customer considerations.</p>	Application form and interview

	Essential	Method of assessment
	Resilient, pragmatic, and comfortable operating in complex, ambiguous organisational environments.	

	Desirable	Method of assessment
Experience	<p>Experience working with geographically distributed teams across multiple international markets.</p> <p>Experience project-managing large-scale international events or complex multi-stakeholder initiatives.</p>	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours



Innovation

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.



Collaboration

We work best when we are collaborative, working together to contribute to the Aston community.



Ambition

We strive together for improvement and innovation looking ahead to see the bigger picture.



Inclusion

We treat everyone in our community equally and how they would like to be treated.



Integrity

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Elijah James

Job Title: Director of International Recruitment and Development

Email: e.james5@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2 aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2 aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2 aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see our candidate immigration [web page](#) for further details.

Before you start and Right to Work

Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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