

**JOB DESCRIPTION**

UPP Coordinator –  
Service Support

**About Us**

The Indian Institute for Human Settlements (IIHS) is a national education institution committed to the equitable, sustainable and efficient transformation of Indian settlements.

IIHS aims to establish an independently funded and managed national university for research and innovation focused on the challenges and opportunities of India's urban transition. The proposed IIHS University will host an integrated programme of quality campus-based education and research, training and lifelong learning for working professionals, distance and blended learning, as well as a whole array of practice and advisory services. The university will have a strong interdisciplinary orientation bringing together theory and praxis that is grounded in the South Asian context and also engages with and draws from knowledge across the globe.

For more information, please see <http://www.iihs.co.in>

**Job Description**

The position will be part of the Urban Practitioners' Programme (UPP) Team at IIHS. The UPP Team is responsible for providing cutting-edge short courses to professionals/students, largely in the urban development sector, by bringing together faculty and experts across diverse domains of knowledge and practice; exposing learners to real-life problems, and integrating practice into academics and research.

As part of the UPP Team, the UPP Coordinator – Service Support will be responsible to support the UPP team in organizing and coordinating the entire UPP programme activities.

**Activities and Tasks**

The responsibilities would include, but not be limited to, the following:

- Managing the experience of all UPP programme participants and ensuring flawless and professional service experience;
- Scoping locations and venues for effective delivery of UPP events, and end-to-end coordination for the same, including but not limited to, travel, lodging, F&B, handouts/gifts, managing other event collaterals, etc.;
- Establishing and maintaining effective relationships and coordinating the participant's requirements and enquires;
- Assisting the team in the evaluation, monitoring and tracking of UPP activities;
- Collecting, analyzing data and trends for UPP Programmes;
- Frequently travel to support the UPP Programmes.

**Structure and Reporting**

The UPP Coordinator – Service Support will be reporting to the Senior Associate – Outreach, UPP at IIHS and collaborate effectively with a diverse group of internal teams and external faculty/organizations.

**Person Specification**

- Candidate should have a minimum qualification of Bachelor's Degree in any of the disciplines. However, candidates with Hospitality or Hotel Management courses will be preferred;
- A minimum of 2 years' relevant experience in hospitality or service industry; ideally with a strong experience in handling guest relations in the hospitality industry;
- Excellent English communication skills with fluency in Hindi. Fluency in a South Indian language will be an added advantage;
- Knowledge of Microsoft Office is essential;
- Excellent interpersonal skills;
- Should be comfortable in working with inter-disciplinary teams;
- Expected to be an active listener and have a problem resolution mindset;
- Available to work extra hours when required to ensure seamless management of the events;
- Experience in working with Government bodies at any level would be an advantage.

This role is expected to work in a team and respond to continual deadlines in a challenging and stimulating work environment.

This offer is on an exclusive basis, which implies that other professional assignments (whether compensated or not) that bear a potential conflict of interest with IIHS cannot be undertaken.

This is a paid full time position with a competitive salary. The search will remain open until the position is filled.

**Location**

This position is based in Bengaluru and may entail travel to other locations in India.

**Review and Assessment**

The role and performance of the incumbent shall be subject to normal review and assessment systems at IIHS.

**Diversity Policy**

IIHS is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions.

**Contact**

Please email an updated resume, along with a cover letter addressing how you meet the above requirements to [hr@iihs.co.in](mailto:hr@iihs.co.in) (Subject: Coordinator – UPP Service Support).



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