

**iihs**<sup>®</sup>

INDIAN INSTITUTE FOR  
HUMAN SETTLEMENTS

**JOB DESCRIPTION**

# Training Coordinator - Urban Practitioners' Programme (UPP)

## 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 of eminence for research and innovation focused on the challenges and opportunities of India's urban transition. The proposed IIHS University will be an institution of eminence that 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>

## About the Urban Practitioners' Programme

The UPP is an education and capacity building programme for urban practitioners spanning disciplines and levels in public, private, academic and civil society sectors. IIHS believes that a city's transformation rests largely on the collective endeavours of practitioners who confront challenges through an informed, reflexive and creative manner. Through a portfolio of customised and open enrolment capacity development programmes and projects, the UPP offers institutions and practitioners new frameworks of knowledge, backed by a cohesive package of skills. Our portfolio spans sectors, disciplines and scales of practice and seeks to intervene at three levels:

- Strategic perspectives and orientation of the practitioner to urban challenges
- Knowledge frameworks employed to appraise such challenges
- Execution skills to tackle them effectively and sustainably.

## Job Description

The position will be part of the core UPP team and will be responsible for providing logistical, administrative, and outreach support to the various training programmes and initiatives of the UPP.

This will be a contractual position initially for the duration of 11 months, renewable on mutual consent.

## Activities and Tasks

Responsibilities would include, but not be limited to, the following:

- Providing assistance in organising, coordinating and executing logistics for training programmes, especially for travel, boarding, lodging and other event essentials with participants and vendors over the phone and in person;
- Marketing Urban Practitioners' Programmes to different stakeholders (project based);
- Helping establish and maintain effective relationships with members of the UPP's logistics eco system;
- Assisting with participant enquiries;

- Digitising and analysing participant data and feedback from UPP training programmes;
- Coordinating with other internal teams;
- Providing support to other IIHS activities including academics, research, training, practice, operations and others;
- Participating in all activities of Institution-building at IIHS; carrying out tasks as assigned by IIHS; and travelling on IIHS work within or outside the country as and when needed.

### **Structure and Reporting**

The Training Coordinator – Urban Practitioners’ Programme will be an External Consultant coordinating with the Manager - Urban Practitioners’ Programme at IIHS and will be required to collaborate effectively with a diverse group of internal teams and external individuals/ organisations, and students.

### **Person Specification**

The ideal candidate should have:

- 1) A minimum of six months to one year of experience in customer relations/sales;
- 2) Working knowledge of MS office and Google Drive;
- 3) Strong listing skills; excellent communication and interpersonal skills;
- 4) A problem-solving mindset;
- 5) Effective communication skills in English with fluency in Hindi; knowledge of South Indian languages (preferably Tamil and or Kannada) would be an added advantage.

This is a contractual engagement for an initial term of 11 months, renewable on mutual consent. 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.

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.

### **To apply**

If you are interested to explore this opportunity with us, please fill the online application form by clicking [here](#). (You can also click on the “Apply Now” button at the end of the Job Description displayed on the website).

**Contact**

Please write to us at [hr@iihs.co.in](mailto:hr@iihs.co.in) if you need any clarifications while filling the online application form.



**IIHS Bengaluru City Campus**

197/36, 2nd Main Road, Sadashivanagar, Bengaluru 560 080. India.  
T: +91 80 6760 6666 | F: +91 80 2361 6814

**IIHS Chennai**

Floor 7A, Chaitanya Exotica, 24/51 Venkatnarayana Road, T Nagar Chennai  
600 017. India. T +91 44 6630 5500/6555

**IIHS Delhi**

803 Surya Kiran, 19 Kasturba Gandhi Marg, New Delhi 110 001. India.  
T: +91 11 4360 2798 | F: +91 11 2332 0477

**IIHS Mumbai**

Flat No.2, Purnima Building, Patel Compound, 20-C, Napean Sea Road,  
Mumbai 400 006. India. T: +91 22 6525 3874

[www.iihs.co.in](http://www.iihs.co.in)