

JOB DESCRIPTION
Client Relationship Manager
– 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 UPP

The Urban Practitioners' Programme (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.

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 client relationship manager will be responsible for managing key existing client and project relationships in Tamil Nadu. The scope of services for this position include:

- Being the primary contact for key existing government clients in Tamil Nadu;
- Building relationships with key client personnel with a view to enhancing UPP's relationship and activities with the client;
- Over time, building networks and relationships to explore new client acquisition in the Tamil Nadu government.

Activities and Tasks

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

- Managing the day-to-day project level relationships of existing clients;
- Acting as the bridge between the client and the rest of the UPP team for smooth delivery of existing projects, including documentation, invoicing and follow-up for client approvals and payments;
- Building relationships with existing clients to enable exploration of future projects with them;
- Participating and supporting in other activities of the Urban Practitioners' Programme at IIHS as necessary;

- 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 traveling on IIHS work within or outside the country as and when needed.

Structure and Reporting

The client relationship manager will report to the Lead – Urban Practitioners' Programme at IIHS and will be required to collaborate effectively with a diverse group of internal teams, clients and partners.

Person Specification

The ideal candidate shall have the following:

- A master's degree in environmental management / public policy / urban planning / urban management or related fields with 8-10 years of relevant experience;
- Experience in designing training and capacity development initiatives or working in project management units in developmental projects for the government;
- Prior experience in, and working knowledge of, the WASH sector;
- Ability to work across multiple diverse teams and projects;
- Effective communication skills in English, both oral and written; and Tamil, at least oral.

The UPP welcomes applicants from research, academic, social and practice fields.

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 Chennai and will entail travel to other locations in Tamil Nadu and the rest of 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 if you need any clarifications while filling the online application form.



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