

The logo for the Indian Institute for Human Settlements (iihs) is located in the top left corner. It consists of the lowercase letters "iihs" in a white, sans-serif font, with a registered trademark symbol (®) to the upper right. The logo is set against a dark red rectangular background.

**iihs**®

INDIAN INSTITUTE FOR  
HUMAN SETTLEMENTS

**JOB DESCRIPTION**

# Travel Desk Associate - Administration

## 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 distinct national university of eminence focused on the challenges and opportunities of India's urban transition. The proposed IIHS University will be a unique and distinct institution that will host quality campus-based education and cutting-edge research and innovation. The university will have a strong interdisciplinary orientation bringing together India-centric knowledge and applied research that 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 Administration function at IIHS, and will be responsible for driving and supporting travel and admin-related activities and processes to address institutional needs.

This is a contractual position for an initial term of 11 months, renewable on mutual consent, with the potential to turn into a regular position over time.

## Activities and Tasks

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

- Serving as the initial point of contact for day-to-day queries related to all travel needs; managing internal stakeholders at all job levels across the institution;
- Handling finance and accounting processes for the travel department; leading the travel reconciliation process;
- Assisting travelers with online travel applications and forms, and confirming required documentation;
- Coordinating and partnering with other internal support teams; handling all process related queries and ensuring compliance on process and regulations;
- Assisting in regular reviews and updating of all travel processes;
- Maintaining vendor trackers, processing vendor payments, and scheduling and maintaining records of quarterly vendor reviews;
- Escalating time-sensitive issues and contributing to travel emergency responses;
- Enforcing compliance, mitigating travel risks, and implementing cost-saving measures for travel, with guidance from the manager;
- Coordinating overall logistics for group travel requests related to training, field and study trips;
- Assisting the Manager with reviews and updates on industry related policies and practices, and streamlining the same to ground staff;
- Drafting internal communications, including monthly travel newsletters and other office announcements;
- Mentoring and coaching of younger team members;
- Taking up any additional responsibility that the Supervisor may set from time to time;

- 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 the country as and when needed.

### **Structure and Reporting**

The associate will be an External Consultant coordinating with the Manager – Administration at IIHS and will be required to collaborate effectively with a diverse group of internal teams and external individuals/organizations, and students.

### **Person Specification**

The ideal candidate should have:

- A Graduate's degree in any discipline;
- Work experience of 1- 4 years in travel management;
- The capability to interact, communicate and negotiate effectively;
- The ability to communicate comfortably in English and Kannada (mandatory); Hindi would be an added advantage;
- Proficiency in Microsoft Office, including Word, Excel and PowerPoint (necessary); also expertise in the use of digital and social media to achieve functional objectives.

This is a contractual position for an initial term of 11 months, renewable on mutual consent, with the potential to turn into a regular position over time. 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.



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