

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 text is set against a dark red rectangular background.

iihs[®]

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Senior Manager – Administration
(University Operations)

About Us

The Indian Institute for Human Settlements (IIHS) is an interdisciplinary knowledge institution and distinct university, committed to the equitable, sustainable and efficient transformation of Indian settlements. It conducts an integrated programme of quality campus-based teaching and research, applied research/ practice-based work to deliver large-scale impact, training and lifelong learning for working professionals as well as blended learning. IIHS brings together theory and praxis around India-centric knowledge and applied research, while engaging with and drawing from knowledge across the globe.

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

About the IIHS Academic Programmes and Schools

India's urban transition is unprecedented in scale and complexity. Within it lie both the opportunities of increased economic growth and employment as well as the challenges of persistent inequality, extreme deprivation and environmental degradation. IIHS' academic programmes aim to foster a new generation of urban practitioners and change makers, to become part of shaping this transition.

The academic programmes are supported by the five interdisciplinary IIHS Schools: School of Environment and Sustainability (SES), School of Systems and Infrastructure (SSI), School of Economic Development (SED), School of Human Development (SHD) and School of Governance (SoG). Each School has a particular transformational theme and a set of teaching, research and practice projects and programmes within it. Collectively, the five schools systematically address a wide range of urban issues, from questions of livelihood and economic development, access to basic infrastructure, affordable housing and healthcare for all, to tackling climate change and land governance.

Job Description

As Senior Manager – Administration (University Operations), you will need to independently manage the entire administration function for the IIHS (Institution deemed to be) University, under the guidance of the Head – Administration.

The ideal candidate will work in close coordination with the IIHS Academic Office, Faculty and staff to ensure the smooth delivery of administrative support to students across a range of amenities and services including hostel facilities, transportation logistics, quality of food, IT requirements, etc.

The position will be part of the Administration function at IIHS.

Activities and Tasks

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

- Operational Management:
 - Leading and managing day-to-day administrative operations pertaining to all non – academic aspects of student life at IIHS including the setting-up and maintenance of hostel facilities, travel and transport, IT requirements, ensuring healthy and tasty meals of consistent quality, etc.;

- Developing and implementing streamlined operational processes to enhance efficiency and productivity;
- Overseeing the coordination between the Academic Office, students, and faculty services to ensure smooth operations;
- Liaisoning with other teams and stakeholders to address operational challenges and improve service delivery;
- Campus and Hostel Facilities Management and Crisis Management:
 - Overseeing the management of campus facilities, ensuring they are well-maintained, safe, and conducive to learning;
 - Collaborating with facilities teams to ensure timely resolution of issues and maintenance requests;
 - Coordinating with accommodation service partners to ensure a safe stay for all students, and adherence to specific terms and conditions laid out in the contract therein; liaisoning for regular upkeep and maintenance to provide a secure and comfortable environment for the students;
 - Managing unpredictable emergency situations that may arise during non – academic hours, calling for resourceful, sensitive and balanced handling that prioritizes the safety and wellbeing of students;
 - Overseeing the transport arrangements for day-to-day requirements and field visits of students;
 - Coordinating with vendors and service providers for operational support and resource management;
- Event and Conference Coordination:
 - Overseeing the coordination of university events such as Orientation Day, Graduation day and Alumni Day, ensuring logistical and operational success;
 - Managing event logistics, including space allocation, equipment, catering, and staff coordination;
 - Participating in the development and running of the Sports curriculum with emphasis on regular sessions, field visits and tournament planning;
- Budgeting and Financial Management:
 - Assisting in the preparation and management of budgets related to operations and administrative functions relevant to the running of the University;
 - Monitoring and reporting on expenditure, ensuring adherence to budgetary constraints;
 - Identifying opportunities for cost-saving initiatives without compromising the quality of operations;

- Policy Development and Compliance:
 - Ensuring that the university complies with all local, state, and central regulations concerning administrative and operational activities;
 - Developing and implementing policies and procedures that align with best practices in university administration;
 - Ensuring compliance with university safety, security, and environmental standards;
- Team Leadership and Collaboration:
 - Leading a small team of administrative professionals, providing guidance, training, and performance management;
 - Fostering a collaborative work environment and promoting effective communication among administrative teams;
 - Organizing and leading regular team meetings with stakeholders to discuss progress, challenges, and improvements;
- Strategic Planning and Reporting:
 - Collaborating with senior leadership to align operational strategies with the university's long-term goals;
 - Providing regular reports on operational performance and suggesting improvements or innovations;
 - Evaluating current operational practices and implementing necessary adjustments to meet evolving university needs;
- 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 Senior Manager – Administration (University Operations) will report to the Head – Administration at IIHS or to any other person designated by the Head 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 graduation or post-graduate degree in Management or relevant field;
- At least 12 years of experience in operations, administration, or a similar leadership role;
- Ideal candidates to have experience working in university administration with student facing roles;
- Proven experience in managing teams and fostering collaboration across departments, with a strong commitment to improving the stakeholder experience in the University;

- Strong competence in understanding policies, procedures, and regulatory requirements;
- Exceptional organizational and time-management skills, detail orientation with a focus on operational excellence;
- Excellent communication, interpersonal, and problem-solving skills with an ability to work independently and as part of a team;
- A combination of emotional intelligence, empathy and assertiveness for managing students; the ability to maintain hostel discipline with the right balance of fairness and sensitivity;
- Proficiency in office management software and systems (e.g., MS Office, campus management systems);
- Ability to manage multiple priorities and work in a fast-paced environment;
- Strong leadership and decision-making capabilities.

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 if you need any clarifications while filling the online application form.



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