



**iihs**<sup>®</sup>

INDIAN INSTITUTE FOR  
HUMAN SETTLEMENTS

**JOB DESCRIPTION**

Resident Executive (Student  
Accommodation) – Administration

## 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>

## Job Description

This is an onsite role where accommodation will be provided to the incumbent at the students' hostel. We are looking for a proactive, empathetic, and organised resident executive to be the point of contact for students residing at our partner accommodation facility. The person will play a critical role in enhancing the students' living experience by understanding and addressing their concerns, ensuring smooth coordination with the accommodation property management team, monitoring timely payments, and supporting students during emergencies.

## Activities and Tasks

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

### 1. Student Engagement and Support:

- Acting as the primary point of contact for student residents;
- Regularly interacting with students to understand their needs, concerns, or grievances related to accommodation services ensuring their safety and wellbeing;
- Maintaining a log of issues raised, and ensure timely follow-ups and resolution;

### 2. Liaison with the Accommodation Service Partner:

- Coordinating with the accommodation service partner's property management team to address maintenance, facilities, and service-related issues;
- Ensuring that the partner's commitments on service quality and living standards are met consistently;

### 3. Rent and Payment Monitoring:

- Tracking rental payments and utility bill clearances by students;
- Generating periodic reports on payment status and highlighting any gaps or delays to the University Administration for necessary action;

### 4. Emergency and Crisis Management:

- Acting as the primary on-site contact to manage unpredictable emergencies that may arise during non-academic hours, calling for resourceful, sensitive and balanced handling that prioritizes the safety and wellbeing of students;
- Coordinating with local authorities, healthcare providers, and the University's support teams as needed;
- Keeping contact lists and emergency protocols up to date;

#### 5. Reporting and Coordination:

- Preparing weekly and monthly reports on student issues, rent collections, and other operational matters;
- Collaborating with the University Administration Team to enhance student well-being and ensure policy compliance.

### **Structure and Reporting**

The resident executive at the student accommodation will report to the Lead – Administration (university operations) 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:

- A Bachelor's degree in any field;
- Preferably, prior experience in student housing, customer service, or residential operations;
- Strong interpersonal and communication skills;
- An empathetic, approachable, and solution-oriented attitude;
- The ability to remain calm and efficient in emergencies or high-pressure situations;
- Familiarity with basic reporting tools (MS Excel, Google Sheets, etc.).

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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