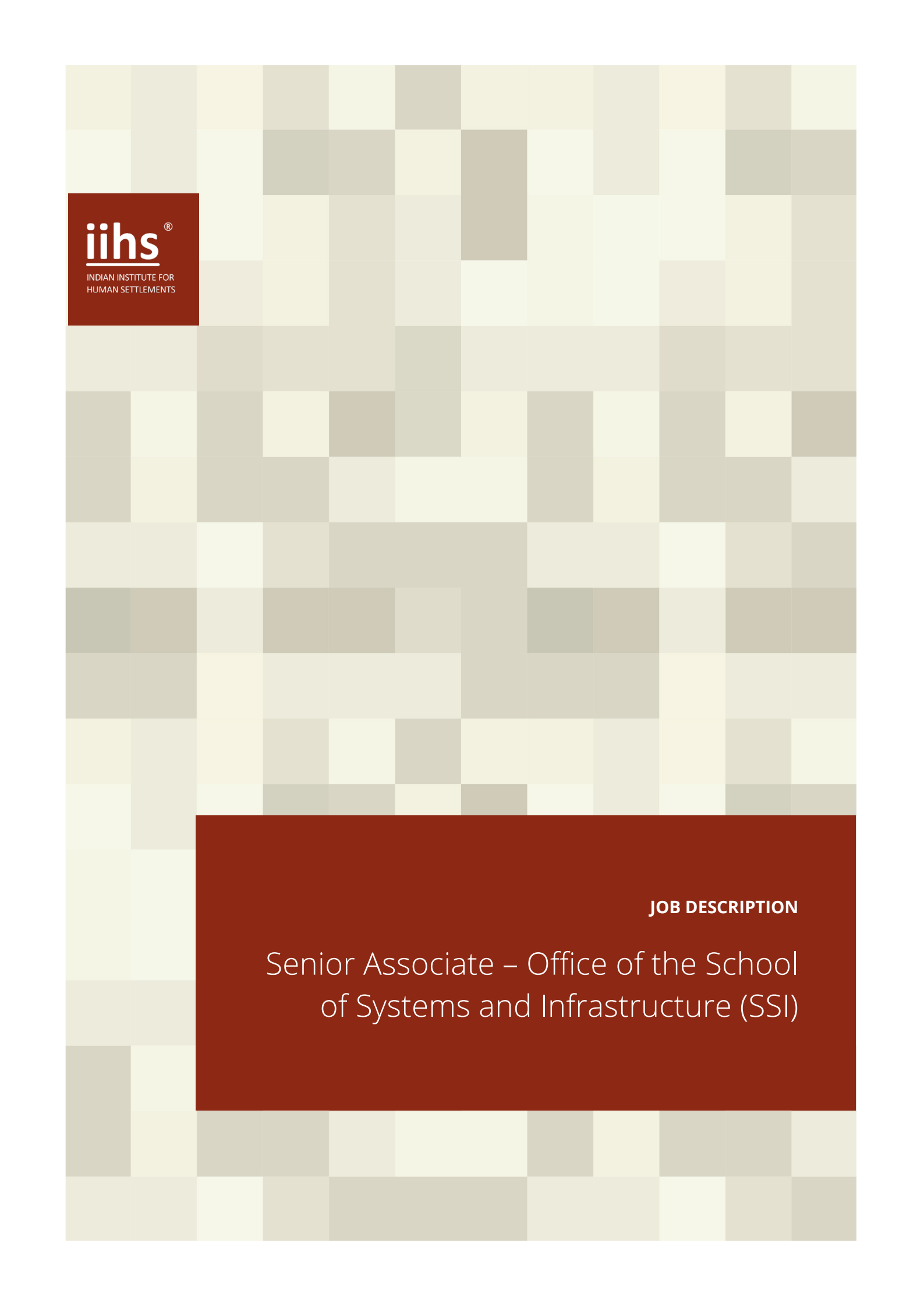




**iihs**<sup>®</sup>

INDIAN INSTITUTE FOR  
HUMAN SETTLEMENTS

**JOB DESCRIPTION**

Senior Associate – Office of the School  
of Systems and Infrastructure (SSI)

## 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 School of Systems & Infrastructure (SSI)

The School of Systems & Infrastructure (SSI) at the IIHS (Institution Deemed to be) University focuses on transforming key urban and infrastructure systems to improve equity, well-being and environmental outcomes for citizens and cities in India and the Global South. Its core themes are achieving sustained and equitable economic, social and environmental outcomes via better governance, finance, technology, and infrastructure service delivery. The SSI's work is firmly rooted in the Indian context, drawing knowledge and experience from other global contexts, and has implications across cities in the Global South. The SSI's focus spans various interdisciplinary areas of inquiry and avenues of engagement, including water and sanitation, solid waste management, energy, transport and mobility, land and planning, built environment, and information technology-enabled services (IT/ ITES).

## Job Description

The Office of the School of Systems and Infrastructure (SSI) plays a pivotal role in enabling the School's functioning by supporting academic delivery, student services, coordination with institutional teams, and smooth day-to-day operations.

We are seeking a proactive and process-oriented individual to join the School Office. This role combines both academic and operational coordination, offering a unique opportunity to work closely with faculty, researchers, students, and staff in a dynamic, practice-oriented learning environment.

## Activities and Tasks

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

- Administration:
  - Assisting the School Office in its daily operations, including management, coordination and data management required for the school's academic, research and practice programmes; managing multiple calendars for academic classes, school activities, and IIHS events, ensuring timely updates and effective communication of any changes;
  - Assisting in managing administrative processes for Master's/ PhD programmes, including electives and dissertation terms, in collaboration with students and faculty;
  - Providing logistical support for field visits, labs, guest lectures, and workshops as required for the school's programmes;
  - Coordinating extracurricular activities and alumni engagement with university teams;

- Supporting liaison with the University placement/ internship cell to support student career development;
  - Assisting in documentation, reporting, and maintaining internal records:
    - Student records and progression tracking;
    - Faculty data;
    - Research and applied research projects/ outputs;
    - Rankings and accreditation data;
    - Reports/ documentation of school events/ meetings and any other documents for functioning and quality compliance;
  - Coordinating with University teams to effectively manage School infrastructure and people resources;
  - Assisting in institutional branding initiatives (website updates, newsletters, marketing/ academic collaterals);
  - Overseeing School budgets; routine financial matters including vendor management; basic book-keeping functions, which may involve billing, creating purchase requests, responding to invoices and cash receipt and payment processes on the ERP;
- Logistics, Liaison and Coordination:
    - Supporting the planning and execution of School-level events — public lectures, exhibitions, symposia etc.;
    - Managing event logistics — venue setup, invitations, catering, materials, and documentation for school related activities;
    - Working with communication and design teams to develop and disseminate event collateral;
    - Liaising between the School, other IIHS teams (e.g., Academic Office, Communications), and external partners; assisting with timely submission of materials to central teams (communications, HR, IT, etc.).
- Institutional:
    - 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 needed.

### **Structure and Reporting**

The Senior Associate will report to the Senior Manager - Office of the School of Systems and Infrastructure 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 Master's degree in Business Administration, Finance, Education, or a related field, with 5+ years of relevant experience; candidates with a Bachelor's degree and 7-8 years of relevant experience may also be considered;
- A background in disciplines aligned with the School's focus areas (Urban Studies, Development Studies, Public Policy, Planning, or Infrastructure) — this would be an advantage, though not mandatory;
- Experience in academic operations: student/ faculty administration, event coordination, and institutional compliance (rankings, accreditation, etc.) in a higher education institution — this would be an added advantage;
- Strong interpersonal skills; and the ability to work effectively with students, faculty, and administrative staff;
- Experience and proficiency in project management — ability to plan, track, and follow through on tasks and timelines across multiple stakeholders, basic financial management, and data management;
- Prior experience in supporting communication and outreach activities, including preparing materials and coordinating dissemination, which will be a further advantage;
- Experience in event coordination and logistics will be useful;
- The willingness to travel, and the ability to adapt to dynamic institutional needs.

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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