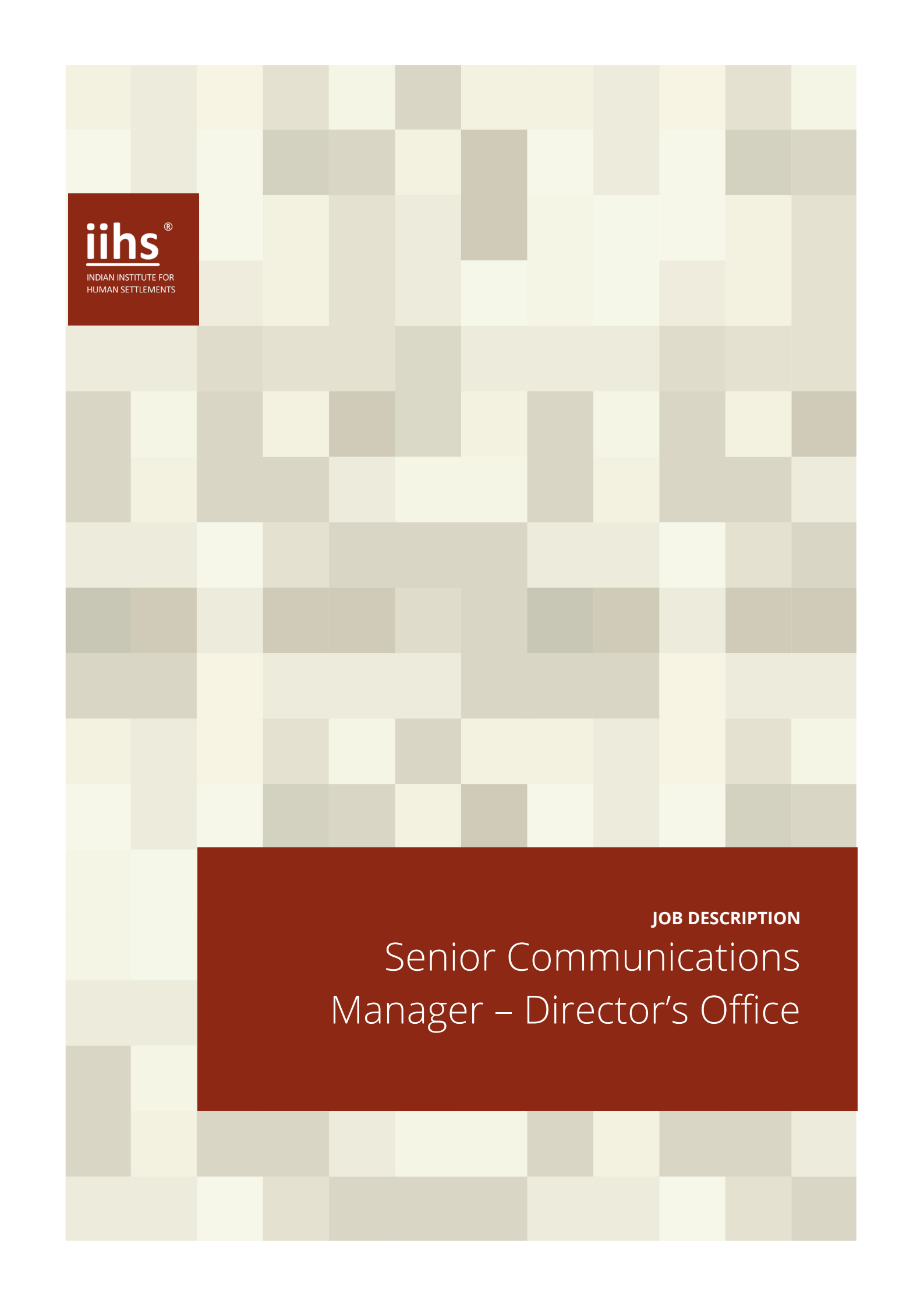




iihs[®]

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Senior Communications
Manager – Director's Office

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 Director's Office at IIHS

The Director's Office supports the IIHS Director in establishing a world-class interdisciplinary University and in managing: the development of the IIHS Schools and Labs, and the Academic, Research, Practice and Capacity Development Programmes, to meet global benchmarks; IIHS' global and national networks; and the creation of strategic and cutting-edge research and policy outputs for international and Indian public, research and private-sector partners and institutions.

In keeping with IIHS' mission and the wide range of research and practice areas of the Director (see: <http://bit.ly/2DE7rWn> and <http://bit.ly/2EftTpQ>), the Office works across a wide range of themes including: sustainable development, urban development, governance, technology, infrastructure, public policy and urban science.

Job Description

The Director's Office (DO) at IIHS is looking for a seasoned and versatile communications professional with experience in the institutional communication space to create, manage and implement plans and programmes to reach out to multiple audiences, national and international networks.

The communications mandate will include managing content on the institutional websites, providing content for various institutional products, managing all the communications from the Director's Office, and managing the Director's online and social media presence. The ideal candidate will have a deep understanding of communications principles, exceptional writing and communication skills, and a proven track record of successfully working with and across multiple stakeholders. This role offers the opportunity to play a pivotal role in shaping and amplifying IIHS' messaging to key stakeholders.

Activities and Tasks

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

- Management of the Institutional Websites:
 - Managing IIHS institutional websites, including but not limited to the IIHS Institutional website, the IIHS (Institution Deemed to be) University website, and the IIHS Campus website, and related microsites, especially curation of content to highlight key activities and developments;
 - Ensuring that the content on the websites is up-to-date and represents current activities;

- Working closely with the IIHS' Communications and Design (C&D) team to develop digital campaigns to increase institutional visibility and engagement;
- Coordinating with internal teams and vendors for website upgrades and maintenance;
- Tracking digital analytics and user engagement across websites and implementing strategies to increase engagement;
- Leading and coordinating all communications tasks of the Director's Office:
 - Coordinating with various stakeholders for the development of content for multiple institutional products and outputs such as the Institutional Books, Display panels, and Exhibitions;
 - Managing all internal and external official communications issued from the Director's Office, including written and audiovisual content;
 - Supporting correspondence with high-level stakeholders, including government, academia, media, and international organisations;
 - Leading the design, development, implementation, circulation and archiving of key institutional presentations;
- Tracking communication activities across the institution:
 - Assisting in regular tracking of partner and competitor communications;
 - Coordinating and co- developing a communications dashboard along with the C&D team to track internal and external communications;
 - Designing, developing and implementing a system of archival for all institutional and project presentations across the institution;
- Digital and Social Media management for the Director:
 - Designing and developing a digital strategy to amplify the digital and social media presence of the Director;
 - Managing the Director's social media accounts, ensuring amplification of thought leadership;
 - Curating posts, threads, and commentary linked to research, public speaking, and institutional work;
 - Tracking analytics and engagement to refine digital strategy;
- General responsibilities:
 - Ensuring coherence and quality across internal and external communications;
 - Ensuring compliance with regulation, institutional branding and messaging guidelines;
 - Providing support to other IIHS activities including academics, research, capacity development, 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 communications manager will be housed within the Director's Office at IIHS and will report to the Lead – Director's Office. The incumbent is expected to work closely with the Director. S/he will also work closely with other teams across IIHS and especially with the C&D team to collaboratively create content, and institutionalise communication processes.

Person Specification

The ideal candidate should have:

- A Master's degree in Communications, Journalism, Public Relations, Media Studies, or relevant fields;
- 12+ years of relevant experience, with at least 5 years in a senior communications role;
- Proven experience in managing institutional communications in research, policy, or international organisations;
- Strong expertise in the design and implementation of digital communications including digital video editing and production, website management and social media strategy;
- Excellent writing, editing, and storytelling skills;
- Knowledge and ability to use cutting edge AI applications effectively;
- Demonstrated ability to engage with senior leadership and diverse stakeholders;
- Experience in efficiently managing teams and vendors.

Skills and Attributes

- Strategic thinking with attention to detail;
- Strong leadership and interpersonal skills;
- Ability to work under pressure and manage multiple priorities;
- High level of professionalism and discretion.

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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