



TATA INSTITUTE OF SOCIAL SCIENCES
VN Purav Marg, Deonar, Mumbai, 400 088
(A Deemed University under Section 3 of the UGC Act, 1956)

No. TISS/SSE/May/2024/02

09 May 2024

Call for Applications for the Post of 'Lead Executive-Operations' (Two Post) on Contract Basis at TISS-School of Skill Education, Mumbai

1. General Information.

About Tata Institute of Social Sciences (TISS):

The Tata Institute of Social Sciences (TISS), established in the year 1936, is a Deemed to be University under Ministry of Education. It has campuses at Mumbai, Tuljapur, Guwahati and Hyderabad, TISS offers over 50 Post Graduate programmes, 18 Doctoral programmes, and Under Graduate programmes in Social Science and Skill Education.

Freedom and autonomy shape the positive work ethos and culture of the Institute and facilitate strong linkages between teaching, research, field action and policy engagement. The Institute encourages and supports researchers to engage in foundational, applied, field and action-oriented research, and it also nurtures research collaborations nationally and internationally, with a commitment to creating a just society through education, generation of knowledge and field action initiatives.

About School of Skill Education (SSE)

The approach adopted by TISS-SSE is called the 'Internship Embedded Skill Training Programme'. The Skill Educational Programme is being implemented for the first time in India with a focus on job-specific skills rather than providing only a broad knowledge based education. The aim of this 'Earn While You Learn Model' is to enable the students to learn the skill by engaging in internship at real shop floor of the industry/company along with theory training in the classroom. Through this model, the student may also earn a modest stipend during internship of the course.

2. Post Advertised with Remuneration & Last Date for Application.

- (a) Applications are invited for one post of '**Lead Executive- Operations**' to be filled on contract basis for a period of two years initially and extendable based on performance of the employee and requirements of the Institute.
- (b) **Monthly Remuneration.** Consolidated INR 30,000 to 35,000 per month (Commensurate with educational qualification and work experience).
- (c) **Date of Walk-In Interview-** 17th May 2024, Friday
- (d) **Location-** Mumbai
- (e) **Venue.** Tata Institute of Social Sciences - School of Skill Education, Kaushal Kendra, New Campus, Farm Road, Deonar, Mumbai.
- (f) **Timing.** 2:00 p.m to 4:00 p.m

(g) Interested candidates are requested to send their profiles to recruitment@sve.tiss.edu **on or before 14th May 2024, 05:00 p.m** prior to attending the walk-in interview. Kindly mention subject line as '**Lead Executive- Operations**'

3. Job Description:

- To manage the operational activities for the assigned vertical/s pan India.
- On boarding of prospective Academic facilitator/Knowledge Partner for skill training (Industry Partner) and handholding them.
- Creation of Courses on ERP and other related activities
- Creation of Batches and other related activities
- Facilitate the process of Empanelment of faculty members, class scheduling and monitoring, timely payment of fees from students
- Monitoring and overseeing Examinations process and ensure smooth functioning
- Invoice processing for Service Providers and other concern stakeholders
- Addressing concerns and issues raised by students and other stake holders in timely manner
- Meeting the project deadlines
- ERP data monitoring and ensure the correct data is updated on ERP from time to time
- Monitoring visits as and when required to Service Provider locations wherever the batches are ongoing
- Monthly MIS and other reports submission to Senior Managers
- Conduct regular Feedback Reviews from students/parents/ Academic facilitator/Knowledge Partner for skill training (Industry Partner) and other stake holders and submit the report basis the feedback received and take necessary actions wherever applicable
- Monitor performance of the service providers and ensure they are operating as per the defined guidelines
- Provide all necessary support to the stake holders and guide them whenever needed
- Analyze and troubleshoot programme challenges
- Plan and execute all programme activities in timely and accurate manner
- Work in collaboration with the team members within and between the other departments
- Oversee the admissions process and provide counselling to the students whenever required
- Should be ready to accept additional responsibilities and additional challenges.

4. Essential Experience & Qualification.

- **Minimum 4 to 5 years** of experience in Client Account Management (Operations Profile), that demonstrate abilities and competencies to handle the job
- **Minimum Post Graduate Degree in relevant field**
- Should be good in excel, power point presentation and Ms Office
- Be able to manage time and projects effectively
- Must have good interpersonal and communication skills

- Be able to Multi-task and handle several client accounts.

5. Selection Process & Interview:

- a.) The desirous candidates having requisite qualifications and fulfilling other eligibility may appear for the **walk- in interview** along with the updated resume, original educational certificates & mark sheet, address proof and self-attested photocopy of the same.
- b.) Selected Candidates will be communicated within 48 Hrs. through e-mail or mobile phone.
- c.) No TA/DA will be paid for appearing for the interview.

Note: The selected candidate is expected to join within 07 to 10 Days.

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School of Skill Education**