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Job Description

Job Title : Head – Administration Location : Patiala

Reports to : Registrar

Main Purpose

Responsible to manage administrative processes and systems of areas encompassing security, housekeeping, guesthouse, transportation, canteen, horticulture, hostels etc. while ensuring cost minimization, statutory adherence and maximization of effectiveness of work-place services.

Qualification	Any Graduation with MBA. Candidates from Armed Forces can also apply
Experience	About 15-20 years of experience in Administrative roles.
Competency	 Strong interpersonal skills, including influencing and networking Excellent communication skills; both written and verbal Persuasiveness and assertiveness Strong commercial acumen. Leadership & ability to work in teams. Ability to respond effectively to the needs of a diverse and demanding staff & student population

Specific Accountability & Job Responsibility

General Tasks

- Support top management of the Institute in providing not only operational support but also share strategic aspects in managing overall administration.
- Responsible to formulate annual budget and monitor expenses to maintain appropriate control.
- Constantly monitor manpower engagement to ensure highest levels of productivity and maintain manpower cost within budget.
- Create proper labor and supervisory deployment rosters.
- Work closely with senior management to develop administrative strategies that are aligned with the institute goals.
- Develop review and improve administrative systems, policies, and procedures continuously.
- Responsible for the administrative organization of all events including visits by important delegates.
- Work closely with IT department to ensure all data is secure and properly protected.
- Organize and schedule periodical meetings with your staff.
- Maintain departmental records including employee records and provide the same to the concerned departments where necessary.
- Maintain harmonious relations and liaise with Government agencies and local community. Assist the Registrar in obtaining compliances and meeting statutory requirements
- Work closely with Head Commercial to ensure timely procurement of all materials (CAPEX, OPEX).
- Ensure that all manpower bills and other bills are verified for accuracy and submitted to finance department. Follow up with Finance department to ensure timely payments.

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Strategy & Budget

- Create and implement best practice strategy, policies, processes and procedures to aid and improve performance.
- Ensure that administrative strategies and processes are in place to meet institute's objectives and operational needs in terms of price; quality, quantity, timeliness and within budget.
- Contribute to overall strategy and annual budget process.
- Take ownership of the policy, guidelines and any associated documents.
- Initiate and develop creative and innovative processes.

People Management

- Responsible for developing the appropriate organizational structure, people resource plans and culture to support the institute's objectives and deliverables.
- Provide clear leadership and vision, inspire and motivate staff to achieve excellence and mentor them as they develop new skills.
- Provide leadership, coordination to employees under control and coach, mentor and develop direct reports and manage a high performing team that delivers continuous improvement, added value, cost reductions, achievement of financial metrics, etc.
- Set department objectives and monitor ongoing progress and performance.
- Complete annual performance reviews.
- Work with the administrative team to translate institute's strategy into specific annual performance goals and departmental objectives, including KPIs.
- Ensure strong communication between teams under leadership to facilitate exchange of information and in order to implement change acceleration programs.
- Responsible for people discipline within the department, including following institute's code of conduct.

Transport Services

- Scheduling transportation services, planning routes, and assigning drivers.
- Developing and implementing improved transportation administration.
- Processing documents, including bills and managing purchase orders and payments.
- Monitoring drivers' logbook entries
- Planning routes and preparing schedules, as well as tracking and reporting progress.
- Complying to transportation policy.

Guest House

- Respond to any questions, needs and desires of guests, and follow up with guests to ensure their requests have been met to their satisfaction
- Oversee and coordinate all arrivals and departures of special guests
- Coach and manage guest relations team to ensure all standards and operating procedures
- Examine activities logbook, assign tasks appropriately and implement control schedule daily
- Complying to Guest House policy.

Security

- Responsible for the safety of property, premises, material & people.
- Ensure a safe working and residential environment within the campus.
- Ensure right hire of security guards.
- Ensure that the appropriate level of training is provided for all security staff on disaster management; fire security procedures; use of fire & safety equipment's and routine security duties.
- Maintain the security team training plans and test their knowledge of procedures regularly.

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- Maintain Security Operations Manual up to date for use by all on site security personnel to cover duties, individual instructions for each post; attendance; use of security equipment; dress standard; training etc.
- Secure premises and personnel by appropriate patrolling, monitoring surveillance equipment's (CCTV), monitoring entry and exit points.
- Ensure that a proper "Visitor Management System" is deployed.
- Create an Intelligence Network to gather analyze, and report information about the activities of groups, both internal & external in order to protect the interests and security of the institute.
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Be on call on 24 hours' x 7 days' basis for any emergencies.

Housekeeping

- Recruit, schedule and train all new housekeeping staff members.
- Responsible to manage daily housekeeping activities of the campus.
- Planning, organizing and directing team members for routine work.
- Daily supervision of the housekeeping staff.
- Purchase, re-order and maintain housekeeping supplies and inventory.
- Maintain the housekeeping budget, providing billing summaries & expenses.
- Determine and maintain department work schedules and notify staff.
- Ensure proper maintenance of all housekeeping equipment.
- Ensure that the campus is environmentally plastic free.
- Manage daily housekeeping activities of the campus including housekeeping during and after events.

Horticulture

- Establish and maintain high horticultural standards and practices; providing direction and training for the horticultural staff.
- Manage and support overall plant health and soil nutrition strategies for all gardens & plantations to include sustainable gardening practices & integrated pest management in the outdoor and indoor areas
- Maintain nursery and greenhouses thus ensuring high quality and healthy saplings for continues maintenance of the gardens.
- Maintenance of horticultural equipment collaboratively with maintenance staff.
- Responsible for the operational department budgets, budget monitoring, strategic planning, and any horticultural capital projects as needed (i.e, installation of new gardens, plantations etc.)
- Increase green cover by extensive tree plantation in the campus.
- Ensure timely trimming of all hedges, mowing of lawns, fertilizer & pesticide application, etc.
- Utilize wet waste as an input to produce high quality manure.

Safety

- Supports top Management in designing, developing & implementing a safety strategy for the Institute.
- Responsible for the implementation of SHE Systems and policies and perform risk assessment for existing areas and new projects.
- Supervise & conduct safety audits.
- Carry out analysis of accident / incident statistics, identifying trends & suggesting improvement plans.
- Carry out any in-house safety training.

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Self-Management

- Self-motivated individual who can work seamlessly with all existing team colleagues (internal & external) with effortless ease.
- Confident, assertive and persuasive with excellent oral and written communication skills.
- Able to work well under pressure & beyond official timelines as may be required for the placement process.

Knowledge, Skills & Experience

- Ability to work in and across teams
- Strong interpersonal skills, including influencing and networking
- Excellent communication skills; both written and verbal
- Persuasiveness and assertiveness
- Strong commercial acumen.
- Leadership & ability to work in teams.
- Excellent critical thinking, analytical and problem-solving abilities
- Must have strong interpersonal & influencing skills to work collaboratively with top/senior.
- Must be hands-on in written & oral communication skills to interface with both external & internal stakeholders with complete ease
- Remains calm under pressure; handles challenging situations with professionalism & intention
- Is extremely well-organized; able to create and maintain all necessary paperwork, data, and case notes to ensure outcomes are achieved for each participant
- Ability to respond effectively to the needs of diverse & demanding staff & students

Compensation

- Compensation will not be a constraining factor and will be the best in the sector.
- Interested candidates can send CVs by email (amandeep.dhot@thapar.edu) positively by 25th July 2021