

**Job Title: Director - Campus Operations & Services**

**Reports to : Vice President Operations**

**Location: Sonipat, Haryana**

**Experience (in years): Upto 18 years**

**Nature of work: Full Time**

### **About Ashoka University:**

10 years ago, we embarked on a journey to establish a world-class, multi-disciplinary, liberal arts and sciences university in India. Built on the finest global best practices of institution and university governance, Ashoka has truly transformed Indian higher education in India with its unique pedagogy, governance and best practices.

Ashoka is today India's #1 liberal arts and sciences university that is home to the most diverse student body, a hub for impactful research and a magnet for best-in-class faculty and staff.

Ashoka has been ranked in the top five among private Universities in India by QS Asia and has also secured top rank among all Indian Universities in the 'International Faculty' indicator. The University was earlier awarded Diamond rating by QS I.GAUGE as a recognition of its continuous focus on academic rigour, inter-disciplinary pedagogy, world-class faculty, academic research, innovative modules of engagement with the community and teaching methods.

For further information, visit [www.ashoka.edu.in](http://www.ashoka.edu.in).

We aim to co-create a nurturing space for our students, faculty, staff, donors and community positively through universal values:

- **Be Mission-Driven**
- **Think Strategically**
- **Act Authentically**
- **Take Accountability**
- **Build Collaboration**
- **Deliver Excellence**

### **Role Summary:**

Campus Operations and services at Ashoka serves as a part of the central administration with a goal to advance University mission of teaching and research, by partnering to provide services that create exceptional community experiences.

The scope of responsibilities of the Director, Campus Operation and Services includes oversight of and accountability for a large array of operating service departments, including Dining across all the outlets, housekeeping and general upkeep of all areas of campus and off-campus locations, facility management of on-campus housing, as well as off-campus housing & space allocations.

The overarching objective is to ensure that the essential services are organized appropriately and function with the highest possible effectiveness in support of the University's academic mission.

### **Role and Responsibilities:**

- Lead the university in continuing to improve performance as a service-oriented, professional, and efficient unit capable of addressing the diverse needs of a growing campus in a complex stakeholder environment
- Ensure the delivery of all services under the remit of high standard. Identifying opportunities that will continuously improve all aspects of operations.

- Promote a high-performing and service-organization culture, with an environment characterized by respect, professionalism, diversity, inclusion, and collaboration with the key stakeholders.
- Devise, manage, deliver the annual operational budget and assess and forecast financial performance, including comparison of actuals to budget, consider outlook and manage activity to deliver agreed financial outcomes.
- Motivate, develop and lead a brilliant team and build great relationships with external suppliers making sure contracts are well managed and issues are escalated and resolved as appropriate.
- Must be able to build trust and confidence through open communications and keeping stakeholders updated about issues that will affect them.
- Support the development of key vendors for operational services and vendor management

### Skill Sets

A graduate degree is required, with an advanced degree in business management strongly preferred. Experience in academia , healthcare, hospitality or large campus environment is preferred.

The incumbent should possess the following:

- A demonstrated track record of effective leadership and collaboration with various stakeholders across levels and range of expertise.
- A deep commitment to customer service and a track record of leading high-performance service delivery teams defined by a results-oriented culture of excellence and responsiveness.
- Demonstrated ability and commitment to cultivating a work environment that is equitable and inclusive of faculty, staff, and students from diverse cultural backgrounds and social identities.
- Effective written and presentation skills, proven financial acumen and negotiation skills, a creative bent and innovative approach to problem solving.
- Innovative mindset with huge focus on customer satisfaction
- Think and bring safety to all activities.

### Application Process

Please submit an updated CV at [connect.hr@ashoka.edu.in](mailto:connect.hr@ashoka.edu.in), with the subject line – <Job Name+Department Name\_Applicant Name>.Kindly ensure that the application includes the last compensation received, expected salary, and notice period.

Only shortlisted candidates will be contacted.

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**Ashoka is an equal opportunities employer.** Remuneration will be competitive with Indian non-profit pay scales and will depend upon the a candidate's experience levels and the overall organization's salary structure