

Job Title: Deputy Manager, Student Success Office

Reports to: Associate Director/Director, Student Success Office

Location: Ashoka University Campus, Rajiv Gandhi Education City, Rai (District – Sonapat)

Experience (in years): Graduate with 0-2 years experience; postgraduates preferred

Nature and days of work: This is a full-time role, Monday – Friday, on-site and on-campus

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 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 the top rank among all Indian Universities in the ‘International Faculty’ indicator. For further information, visit www.ashoka.edu.in

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

- **Being mission-driven and authentic**
- **Thinking strategically and creatively**
- **Collaborating with trust and respect**
- **Being accountable and driving for results**
- **Focused on service excellence**

About the Student Success Office (SSO): Student Affairs at Ashoka University drives student experience outside the classroom and comprises four verticals, namely the Student Life Office, the Residence Life Office, the Sports & Exercise Office, and the Student Success Office. SSO champions the institutional commitment towards supporting students to reach their full potential, both inside and outside the classroom. Through the involvement of critical staff and faculty across the University, the Office is responsible for nurturing a campus environment poised for comprehensive student excellence and addressing in a timely manner any unmet needs of students.

Position Overview: As part of the Student Success Office, the Assistant Manager assists students in achieving their educational goals by liaising with a comprehensive array of student support services at Ashoka University. This individual’s responsibilities are primarily administrative which require great discretion, flexibility and integrity as they will be responsible for identifying, implementing and communicating student success pathways. The role offers an unparalleled opportunity for someone committed to social equity and intersectional inclusion to grow as a higher education administrator.

Responsibilities:

- Monitor the academic progress of ¹select students, ensuring attention to their time-sensitive issues and long-term professional goals while also providing them mentorship and guidance when needed
- Develop and implement a comprehensive Early Alert & Intervention System for students from diverse

¹Including but not limited to first-generation learners, students on financial aid and international students

backgrounds in collaboration with the Office of Academic Affairs and Office of Faculty

- Engage and collaborate with campus support services (such as the Office of Learning Support, Centre for Well-Being, and Centre for Writing & Communication) for timely escalation of student concerns
- End-to-end planning and execution of the First Scholar Programme including but not limited to office hours, social events, academic workshops, professional development opportunities etc.
- Provide integrated support to initiatives and Offices working with special populations, including but not limited to the Academic Bridge Programme, Office of Financial Aid, Office of Registrar etc.
- Assist in curating learning resources through multimedia projects, skill-based activities and other services offered in partnership with Career Development Office & Undergraduate Writing Programme
- Establish and coordinate a peer guidance system involving senior students including but not limited to hiring, training, and supervision with an emphasis on a community-based approach
- Work closely with relevant departments to gather and interpret data on the student experience in order to highlight institutional gaps and enhance the effectiveness of student learning efforts
- Assess the efficacy of all student success-related activities periodically and serve as the point person for implementation of recommendations as well as feedback received (if any)
- Support the programming and policy-making efforts of Student Affairs across all arms of the Office to create an inclusive campus environment for all students from Orientation up until Convocation
- Be familiar with institutional guidelines for emergencies and respond as needed

Note: This is not an exhaustive list and may be supplemented/modified at the discretion of the University.

Required Competencies:

- Aware and sensitive to diverse socioeconomic, cultural, disability and ethnic backgrounds
- Ability to mentor young adults across academic cohorts and ensure learning outcomes
- Sound knowledge and experience with software tools to manage large amounts of data
- Excellent communication skills, both verbal and written, with attention to detail
- Professional, organized, and courteous conduct, both internally and externally
- Effectively work, liaison and collaborate with a diverse team of professionals
- Ability to juggle multiple priorities and meet deadlines with varying degrees of pressure
- Possess significant awareness of the handling of sensitive and confidential information
- Willingness to provide on-call coverage at short notice for crisis management

Application Submission Process: Please submit an updated Curriculum Vitae (CV) at Connect HR <connect.hr@ashoka.edu.in> with the subject line: “AM_SSO_Candidate Name”.

Kindly ensure that your application includes the last compensation received, expected salary, and notice period.
Only shortlisted candidates will be contacted.

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

We are committed to providing accommodations for people with disabilities including in all parts of the hiring process. If you require accommodation, please make your needs known in advance so that we can work with you to meet them.