

Job Title: Director, Campus Operations and Service Excellence

Reports to: VP, Campus Administration

Location: Ashoka University Campus, Sonipat

Experience (in years): 15-18 years of hands-on experience in a large array of operating service departments, including dining, housekeeping, general upkeep, and facility management

Nature of work: Full-Time

About Ashoka University:

Ashoka University is India's premier interdisciplinary teaching and research university, an institution that has become a beacon of academic excellence in the less than 10 years since its inception. At Ashoka, we encourage you to embrace change, learn and grow continuously, and strive for excellence in what you do.

As part of our thriving and committed workforce, you will:

Be Mission-Driven: Champion interdisciplinary learning, innovative pedagogy, and academic rigor to transform Indian higher education.

Think Strategically: Collaborate with other innovative colleagues to shape the future of higher education through strategic planning and a forward-thinking approach.

Act Authentically: Embrace authenticity and integrity, fostering an inclusive and supportive environment where every voice is valued.

Take Accountability: Own your work and drive positive change, as an individual seeking to make a meaningful contribution.

Build Collaboration: Experience the power of teamwork and diverse perspectives, working collectively towards our shared goals.

Deliver Excellence: Strive for high quality in all aspects, upholding the highest standards of academic excellence, student support, and professional development opportunities.

At Ashoka University, we are on a mission to redefine higher education and create a remarkable space where innovation and collaboration thrive. As a **pioneering force in interdisciplinary learning**, we **continually grow and adapt** to stay at the forefront of educational excellence with an emphasis on inclusivity and equal opportunity. Our philosophy revolves around **care, well-being, and connection**, which are deeply embedded in everything we do.

When you join our community, you become part of an extraordinary journey in which you can enhance your potential and make a meaningful impact.

About the Campus Administration Team

The Campus Administration Team at Ashoka University is driven to efficiently manage and oversee all aspects of campus infrastructure facilities and services. This includes handling dining facilities, transportation services, housing accommodations, maintenance, and repair operations, as well as horticulture services. Our goal is to create a hygienic, safe, and well-maintained environment for the entire Ashoka community.

Role Summary

The scope of responsibilities of the Director - Campus Operation and Service Excellence includes oversight of and accountability for a large array of operating service departments, including dining across all outlets, housekeeping and general upkeep of all areas on- and off-campus locations, facility management of on- and off-campus housing and space allocation.

The overarching objective is to ensure that the essential services are organized appropriately and function with the highest possible effectiveness in support of Ashoka 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 to of high standard
- Identify 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 stakeholders
- Devise, manage, and deliver the annual operational budget
- 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
- Capable of building 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

Qualifications and Skills Required:

- Graduate, preferably with an advanced degree in business management
- Experience in academia, healthcare, hospitality, and/or large campus environment
- Demonstrated track record of effective leadership and collaboration with various stakeholders across levels and range of expertise
- Deep commitment to customer service
- 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
- Creative bent and innovative approach to problem-solving
- Innovative mindset, with a focus on customer satisfaction
- Ability to think and bring safety to all activities