



Tata Institute of Social Sciences
Office for International Affairs (OIA)
V.N. Purav Marg, Deonar, Mumbai 400 088

(A Deemed University under Section 3 of the UGC Act, 1956 and
Grant-in Aid Institute under Ministry of Education, GoI)

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Notification – Non-Teaching Position for the Post of Manager, Customized Short-Term Study in India Program (CSIP) on a contractual basis at the Office for International Affairs, TISS, Mumbai.

Applications are invited for the following positions on a tenurable contract basis at the Office for International Affairs (OIA), Tata Institute of Social Sciences, Mumbai. The Office for International Affairs (OIA) is looking for applicants who are highly motivated, hard-working, multi-tasking, proactive, creative and competent professionals to handle important roles that facilitate the development and overseeing the end-to-end planning, execution, and management of tailored short-term academic and cultural exchange programs for international students and faculty.

About TISS

The Tata Institute of Social Sciences (TISS) was established in 1936 as the Sir Dorabji Tata Graduate School of Social Work. In 1944, it was renamed as the Tata Institute of Social Sciences. The year 1964 was an important landmark in the history of the Institute, when it was declared Deemed to be a University under Section 3 of the University Grants Commission Act (UGC), 1956. TISS has been to be an institution of excellence in higher education that continually responds to changing social realities through the development and application of knowledge, towards creating a people-centred, ecologically sustainable and just society that promotes and protects dignity, equality, social justice and human rights for all.

About Office for International Affairs

The Office for International Affairs (OIA) was established in 2006 to facilitate mutually beneficial international academic exchanges and collaborations between TISS and foreign higher educational institutions. Since its inception, the OIA has worked diligently to establish and strengthen global partnerships by developing MoUs and agreements with international partner universities and providing administrative support to operationalise these collaborations. TISS has signed MoUs with over 150 universities across the world and is one of the first Indian universities to have a full-fledged Office for International Affairs offering support and active engagement for student and faculty mobility, joint and dual degrees, international research collaborations, and the internationalisation of higher education. The OIA is a self-sustaining office, using its own resources to support the Institute's goals of internationalisation. It is also a centralised office for all international and Indian students, faculty, and staff.

Position Title: Manager, Customized Short-Term Study in India Program (CSIP)

Role Overview:

The Manager of the Customized Short-Term Study in India Program (CSIP) is responsible for the strategic development, management, and promotion of tailored short-term academic programs for international universities. The manager is responsible for development and overseeing the end-to-end planning, execution, and management of tailored short-term academic and cultural exchange programs for international students and faculty. The role involves collaboration with TISS faculty, international institutions, and stakeholders to provide a rich, immersive experience in India's diverse academic, cultural, and social environments. The manager ensures logistical efficiency, budgetary

management, and compliance with institutional and governmental regulations. Additionally, the manager is tasked with expanding CSIP offerings, promoting the programs globally, and handling contractual and promotional materials.

Key Responsibilities:

Program Design & Customization:

- Develop and customize academic programs based on the needs and objectives of partner universities and institutions.
- Coordinate academic content delivery in collaboration with TISS faculty across various departments.
- Incorporate classroom teaching, field visits, and cultural exposure activities to meet the learning outcomes for international participants.

Stakeholder Engagement & Partnership Management:

- Serve as the primary liaison between TISS and foreign universities, maintaining strong relationships and facilitating agreements.
- Expand the portfolio of CSIP by identifying and onboarding new partner institutions, building mutually beneficial collaborations.
- Negotiate, draft, and manage contracts and MoUs with new and existing university partners to formalize program offerings and agreements.

Promotional Strategy:

- Develop and implement a strategy to promote CSIP to universities globally
- Prepare and distribute promotional materials, including brochures, presentations, and digital content, to raise awareness of CSIP opportunities.

Logistics & Travel Coordination:

- Manage all logistical aspects of the program, including travel arrangements, visa facilitation, and on-campus accommodations for international students and faculty.
- Oversee coordination of academic schedules, field visits, and agency interactions to ensure a smooth experience for participants.
- Ensure compliance with visa, FRRO (Foreigners Regional Registration Office) requirements, and other government regulations.

Budgeting & Financial Management:

- Prepare, manage, and monitor budgets for each program, ensuring cost-effective use of resources while maintaining high-quality standards.
- Handle invoicing and payments from international partner institutions, ensuring transparency and timely financial reporting.
- Implement the financial matrix for international programs, ensuring adherence to institutional guidelines and policies.

Participant Support & Orientation:

- Provide comprehensive support to international students and faculty, addressing academic, logistical, and cultural queries.
- Organize orientation programs that include campus tours, cultural immersion activities, and information sessions on life in India.
- Coordinate final presentations, reflections, and feedback sessions from participants, ensuring a well-rounded academic experience

Program Evaluation & Continuous Improvement:

- Gather feedback from participants and stakeholders to evaluate the success and areas of improvement for each program.
- Use feedback to enhance future programs, focusing on increasing academic rigor, cultural engagement, and logistical efficiency.
- Work closely with the Office for International Affairs to improve promotional efforts and partnerships based on participant outcomes and experiences

Compliance & Documentation:

- Ensure that all CSIP activities are compliant with TISS policies, as well as government regulations for international students and faculty.
- Maintain accurate records of participant documentation, contracts, financial reports, and other critical program-related documents.
- Prepare and review all program-related contracts, ensuring that terms align with both TISS's strategic goals and international partner expectations.
- Ensure all program activities comply with institutional policies and international education regulations.

Qualifications and Experience:

- Master's degree in a relevant field (e.g., International Relations/Education/Business Administration/Social Work/Social Sciences/Humanities/Public Relations or related fields.).
- Experience in managing international education programs, including program marketing, logistics, and partnership development.
- Excellent communication, organizational, and cross-cultural skills, with the ability to manage multiple stakeholders.
- Proficiency in project management and familiarity with financial management for academic programs.
- Strong marketing and promotional skills, including the ability to design and implement outreach strategies for academic programs.
- Experience in managing academic related affair and international students' engagements.
- Prior experience in higher education or working with academic institutions.
- Proficiency in additional languages.
- Ability to work effectively in a multicultural environment and manage multiple priorities simultaneously.

This role is vital in promoting TISS as a premier destination for international students seeking short-term academic and cultural experiences, thereby enhancing the global diversity of the campus and fostering cross-cultural understanding and collaboration.

Skills:

- Ability to design, develop, and manage short-term academic programs tailored for international students.
- Skilled in coordinating program logistics, from curriculum design to operational details such as housing, travel, and cultural activities.
- Skilled in developing and delivering orientation programs and cultural immersion activities that enhance students' experiences.
- Sensitivity to the cultural, academic, and social needs of international students and an understanding of the challenges they may face.
- Ability to build and maintain relationships with international universities, educational organizations, and government agencies.
- Skilled in tailoring communication for different cultural contexts and ensuring clarity in all forms of engagement, whether written or verbal.
- Knowledge of higher education and global communication trends..
- Cultural sensitivity and the ability to engage with diverse international audiences

Key Competencies:

- Competence in developing long-term strategies to grow and enhance Study in India programs at TISS.
- Strong team player, working collaboratively with faculty, administrators, and external partners.
- Skilled in handling budgets, resources, and program logistics efficiently to ensure smooth program operations.
- Strong strategic planning and analytical skills
- Adaptability in a dynamic global environment
- Ability to work collaboratively with various stakeholders
- Flexible working hours may be necessary to accommodate different time zones.
- High level of cultural sensitivity and awareness, with the ability to work effectively in a multicultural environment.
- Outstanding communication skills, both written and verbal, with the ability to effectively convey information to diverse audiences.
- Strong interpersonal skills, with the ability to work collaboratively with colleagues from various cultural and professional backgrounds.

Monthly Remuneration

This is a tenurable appointment for one year, offering a consolidated remuneration of ₹67,350 per month. The selected candidate will be entitled to health insurance. Additionally, the appointment may be extended based on the candidate's performance and the institute's requirements, with an annual increment of 5% on the remuneration each year.

How to apply

1. Applicants should submit the following documents to apply for the above-mentioned position:
2. Covering Letter to Chairperson, Office for International Affairs (with the details of the position applied for)
3. Latest CV
4. SOP – Stating your interest to work with the Office for International Affairs (specifying the position)
5. Copies of the Educational qualifications - Degree/ Diploma/ Certificates/ Transcripts
6. Testimonials and Work Experience Letters
7. Recommendation Letters (Min. 02)

Application Process and Interview

Eligible and interested candidates may send their documents to oia@info.tiss.edu on or before **October 28, 2024**; **Subject line:** Manager - Customized Short-Term Study in India Program (CSIP) : Applications

The shortlisted candidates will be communicated by e-mail to appear for a personal interview.

Other Conditions:

- The Institute reserves the right not to fill the advertised vacancy and may invite individuals for an interview who have not applied through the standard procedure.
- Merely possessing the prescribed qualifications and requisite experience does not guarantee an interview, as applications received will be shortlisted.
- No queries or correspondence regarding the issuance of Call Letters for interviews or the selection process will be entertained at any stage. Canvassing in any form is strictly prohibited and will result in disqualification.

- Candidates are responsible for assessing their own eligibility for the post according to the prescribed qualifications and experience. They must submit their application, fully completed, along with the required information and documents as per the advertisement. Suppressing factual information, providing fake documents, giving false or misleading information, or canvassing in any form will result in disqualification. If discovered at any point in the future, even after appointment, that the candidate was not eligible, the appointment will be terminated immediately as per this clause.
- In case of any ambiguity in the Recruitment Rules, particularly regarding eligibility, the decision of the Institute will be final.
- The Institute reserves the right to relax the qualifications required based on the candidate's work experience.
- No TA/DA will be paid for attending the interview if it is held at the Institute's premises.
- In case of any inadvertent errors in the advertisement or the recruitment process, detected at any stage, even after the issuance of the Appointment Letter, the Institute reserves the right to modify, withdraw, or cancel any communication made to the candidate(s).
- The post is purely contractual. The contract term is for three years, with potential extensions based on the assessment of the selected candidate's suitability and performance after the initial three-year tenure.

Chairperson

Office for International Affairs