TATA INSTITUTE OF SOCIAL SCIENCES

V.N. Purav Marg, Deonar, Mumbai - 400 088
(Declared as a Deemed to be University under Section 3 of the UGC Act 1956,
a grant-in-aid Institute under Ministry of Education, Government of India)

No. TISS/SSE/Nov/2025/01 **14 Nov 2025**

Call for Application for the Post of 'Assistant Manager- Operations' (One Post) on Contract Basis at TISS- School of Skill Education, Mumbai

1. General Information.

About Tata Institute of Social Sciences (TISS):

The Tata Institute of Social Sciences (TISS), established in the year 1936, is a Deemed to be University under Ministry of Education. It has campuses at Mumbai, Tuljapur, Guwahati and Hyderabad, TISS offers over 50 Post Graduate programmes, 18 Doctoral programmes, and Under Graduate programmes in Social Science and Skill Education.

Freedom and autonomy shape the positive work ethos and culture of the Institute and facilitate strong linkages between teaching, research, field action and policy engagement. The Institute encourages and supports researchers to engage in foundational, applied, field and action- oriented research, and it also nurtures research collaborations nationally and internationally, with a commitment to creating a just society through education, generation of knowledge and field action initiatives.

About School of Skill Education (SSE)

The approach adopted by TISS-SSE is called the 'Internship Embedded Skill Training Programme'. The Skill Educational Programme is being implemented for the first time in India with a focus on job-specific skills rather than providing only a broad knowledge based education. The aim of this 'Earn While You Learn Model' is to enable the students to learn the skill by engaging in internship at real shop floor of the industry/company along with theory training in the classroom. Through this model, the student may also earn a modest stipend during internship of the course.

1. Post Advertised with Remuneration & Last Date for Application.

Applications are invited for one post of **'Assistant Manager- Operations'** to be filled on contract basis for a period of two years initially and extendable based on performance of the employee and requirements of the Institute.

Remunerations: Consolidated Pay **Rs. 40,000/- to 45,000/- per month** with annual increments as per Institute's rules

No. of Positions: One Position

Last date for receiving application: **23rd November 2025**

2. **Job Description.**

- To manage the operational activities for the assigned sectors all over India.
- On boarding of prospective Academic Facilitator/Knowledge Partner for skill training and handholding them.
- Academic facilitation
    - Creation of Courses on ERP and other related activities
    - Creation of Batches and other related activities
    - Facilitate the process of Empanelment of skill instructors
    - Class scheduling and monitoring
    - Timely Payment of Fees from students
    - Facilitation of invoice processing for all concerned stakeholders
    - Monitoring and overseeing Examinations process and ensure smooth functioning.
- Addressing concerns and issues raised by students and other stake holders in timely manner
- Meeting the project deadlines.
- ERP data monitoring and ensure the correct data is updated on ERP from time to time.
- Monitoring visits as and when required to Academic Facilitators (AF)/ Industry Partner for Skill Training (IPST) locations wherever the batches are ongoing.
- Monthly MIS and other reports submission to Senior Managers.
- Conduct regular Feedback Reviews from students/parents/IPSTs/AFs and other stake holders and submit the report basis the feedback received and take necessary actions wherever applicable.
- Monitor performance of the Academic Facilitators and ensure they are operating as per the defined guidelines.
- Provide all necessary support t\o the stake holders and guide them whenever needed.
- Analyze and troubleshoot programme challenges.
- Plan and execute all programme activities in timely and accurate manner.
- Work in collaboration with the team members within and between the other departments.
- Oversee the admissions process and provide counselling to the students whenever required.
- Should be ready to accept additional responsibilities and additional challenges.

3. **Essential Qualification & Experience.**

Post Graduate/ Master's Degree in a relevant field. (One Position)

- Minimum 5 years of experience in Client Account Management (Operations Profile), that demonstrate abilities and competencies to handle the job. Preferably having a knowledge or experience minimum of 01 to 02 years in Tourism & Hospitality Sector.

4. **Desire Skills:**

- Should be good in excel, power point presentation and MS Office
- Be able to manage time and projects effectively
- Must have good interpersonal and communication skills
- Be able to Multi-task and handle several client accounts
- Should be willing to take up task apart from that specified as per the requirement of the school and carry out additional duties and responsibilities as required from time to time.

5. **Application Fees.**

Application Fees of Rs. 1,000/- to be paid online. Application fees for SC/ST/PwD candidates will be Rs.250/-, if they attach the required Certificate to the online Application Form. Woman applicants are exempted from the payment of Application Fee. The Application will be valid only on receipt of the Application Fee, for those who are required to pay. Fees once paid shall not be refunded under any circumstances.

1. Applicants are advised to submit online applications. Offline applications will not be accepted.
2. The Institute reserves the right in short listing the candidates. Only short-listed candidates will becontacted for an interview through an email.
3. The Institute may offer a lower post to a candidate, in case the Selection Committee recommends so.

Other Conditions.

(a) The Institute reserves the right to not fill up the vacancy advertised. The Institute reserves the rightto invite persons for interview, who may not have applied for the vacancy as per the above procedure.

(b) Since applications received will be shortlisted, merely possessing the prescribed qualifications and the requisite experience would not entitle a person to be called for interview.

(c) The position is unreserved, but candidates belonging to reserved category are encouraged to apply.

(d) No queries or correspondence regarding issue of Call Letter for Interview/Selection of candidates for the post will be entertained at any stage and canvassing in any form is strictly prohibited and will lead to the candidate being debarred from consideration for the post.

(e) It shall be the responsibility of the candidate to assess his/her own eligibility for the post, for which he/she is applying in accordance with the prescribed qualifications, experience etc and submit his/ her application duly filled-in along with the desired information and documents as per the advertisement. Suppression of factual information, supply of fake documents, providing false or misleading information or canvassing in any manner on the part of the candidates shall lead to disqualification. In case it is detected at any point of time in future, even after appointment, that the candidate was not eligible, his/her appointment shall be liable to be terminated forthwith as per this Clause.

(f) In case of any ambiguity in the Recruitment Rules in general and eligibility in particular for any post,the decision of the Institute shall be final.

(g) The Institute reserves the right to relax qualification(s) of the candidate based on the work experience.

(h) No TA/DA will be paid for appearing for the interview, if the interviews are held at the Institute's
premises.

(i) In case of any inadvertent error in the advertisement and in the process of recruitment, which may be detected at any stage, even after issue of Appointment Letter, the Institute reserves the right to modify/withdraw/cancel any communication made to the candidate(s).

(j) The post is purely Contractual and the Terms of the Contract Position will be for two year,

extension will be given after assessing the suitability and performance of the selected candidate, post two year tenure on the post.

6. <u>Application Process and Interview.</u>

(a) Candidates are requested to apply online through the link (Apply now) provided along with this Advertisement on the Institute website www.tiss.edu.

(b) Candidates are required to take a print of acknowledgement of Online Application and keep it for future reference.

(c) The Institute may offer a lower post to a candidate, in case the Selection Committee recommends so.

(d) Short-listed candidates will be informed over e-mail and/or mobile phone to appear for the interview to be conducted at TISS, Mumbai.

Note: The selected candidate will have to join immediate/within 30 days of issue of Offer Letter by the Institute

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School of Skill Education