

Job Description
Chief Administrative Officer – Institutional Services
(On Contract)

Position Details

- **Role:** Chief Administrative Officer – Institutional Services
- **Department:** Institutional Services
- **Age Limit** – Maximum 58 years as on the closing date of the application.
- **Compensation & Tenure** - Appointment shall be on a 3-year Scale-Based Contract in Pay Level–12 or up to the age of 60 years, whichever is earlier. Higher pay level/compensation may be considered for exceptionally deserving candidates at the discretion of the Selection Committee.
- **Location:** MDI Gurgaon

About the Role

MDI Gurgaon is seeking an experienced professional to manage and enhance campus infrastructure, facilities, health & safety, sustainability, and support services. The role ensures a safe, secure, compliant, cost-effective, and student-centric campus environment aligned with MDI's core values of Accountability, Transparency, Trust, Inclusion, and Empathy.

The incumbent will lead operations across civil, electrical, plumbing, HVAC, horticulture, security, housekeeping, and utilities, and will coordinate with internal stakeholders and external agencies to support academic and residential excellence.

Key Responsibilities

- Ensure a safe, secure, and healthy campus environment (HSE compliant) for students, staff, and residents.
- Maintain all infrastructure and facilities in good working condition for uninterrupted academic operations.
- Manage 24×7 repair and maintenance services including Civil, Electrical, Plumbing, Carpentry, HVAC, and allied services.
- Lead procurement, outsourcing, and vendor management with cost and process efficiency.
- Plan and execute infrastructure development, renovation, and upgradation projects across hostels, academic blocks, dining halls, offices, and recreational areas.
- Coordinate with consultants, contractors, and service agencies for timely and quality execution.
- Ensure compliance with statutory, NGT, building, safety, fire, environmental, and operational norms.
- Drive sustainability initiatives, including waste management, water management, plastic-free campus, energy optimization, and green landscaping.
- Organize and monitor HSE programs, mock drills, safety training, and committee meetings.
- Manage team leadership, manpower planning, training, and motivation, including support beyond normal working hours when required.
- Oversee budget utilization, cost control, negotiations, and contract finalization.
- Implement process improvements in annual rate contracts and services, and transparency in procurement.
- Ensure campus utilities and services such as water, power, telecom, transport, food outlets, security, and medical facilities operate effectively.
- Maintain asset management systems, RFID tagging, inventory, and timely disposal of obsolete assets.
- Coordinate campus services for events, convocation, alumni meet, workshops, and seminars.
- Improve digital service delivery, grievance redressal systems, and stakeholder feedback mechanisms.
- Liaise with government bodies, utilities, and regulatory agencies for approvals and compliance.

Required Skills & Competencies

- Strong expertise in campus infrastructure, facilities management, and operations.
- Practical knowledge of civil, electrical, HVAC, plumbing, fire safety, water, and utility systems.
- Experience in project execution, renovation, and modernization of large campuses/ infrastructural/ facilities.
- Sound understanding of statutory compliance, NGT norms, HSE, and sustainability practices.
- Excellent skills in vendor management, negotiations, and cost optimization.
- Leadership ability to manage multi-disciplinary teams and outsourced agencies.
- Strong planning, coordination, communication, and problem-solving skills.
- Ability to handle emergencies and operations under time and budget constraints.

Qualification & Experience

- MBA / Post- Graduate / MCA/ MTech/ B.E (Full-time) or equivalent with minimum 55 % marks from a reputed institute.
- Minimum 15 years post-qualification experience in the relevant field.
- Experience in managing the operations of -infrastructure, campus, hospital, township or large facility management. Candidates should possess proven expertise in Institutional/ Corporate/ Campus operations, administration, maintenance, and development projects.
- Experience in managing large-scale facilities, infrastructure planning, vendor coordination, procurement, compliances and operational efficiency will be desired.
- Candidates with Armed Forces background with relevant experience are encouraged to apply.