

Organization Roles and Responsibilities

Mentor:

The institute has a Mentor. His role is primarily advisory in nature. He advises the internal management of the institute on different academic and administrative issues, whenever the need arises. He is also involved in guiding and development of all academic as well as administrative staff. He also acts as the Mentor of the students and is involved in their grooming. The Mentor is engaged in teaching as well on specific areas.

Director:

The Director is responsible for providing overall strategic leadership as well as academic administration at the macro-level. The institute has a fairly decentralized set up through the positions of departmental heads (HODs), special positions for academic administration, and Registrar. However, the overall responsibility for managing the affairs of the institute rests with the Director. Since it is an academic institute, the Director is also a member of the faculty. The primary roles of the Director include the following.

1. Educational Leadership:

- Provide ideas towards the development, implementation and delivery of innovative, high-quality programs and delivery models that meet the needs of industry.
- Lead educational activities, by creating teams and opportunities to identify, discuss, and review approaches for teaching-learning processes & research.
- Develop optimal learning environment for teaching.
- Ensure development, maintenance, and regular review of profile of courses of the highest academic standards, including professional accreditation.
- Promote innovation and excellence in the teaching-learning processes.

2. Customer Service:

- Collaborate with students to understand, anticipate, and meet their current and future needs
- Implement high quality processes that document, assess, improve, and deliver robust feedback system and performance.

- Be accessible for enquiries from students, provide clear advice and options directed to their needs and respond in a timely manner.

3. Research:

- Develop and facilitate research portfolios in select areas of excellence spanning across basic and applied research.
- Successfully lead activities by creating regular opportunities to identify, discuss and review approaches to research and learning.
- Develop optimal learning environment to foster research.

3. Operational:

- Manage the operational structure to ensure maximization and effective use of human, financial and physical resources.
- Develop clear strategic objectives that demonstrate a firm focus on business expectations as well as identify opportunities for growth that address the short and long-term goals.
- Regularly communicate with faculty & staff about academic activities and their responsibilities in accordance with these activities.

4. Human Resource Management: .

- Recruit the right talent for meeting the ever-increasing needs of students.
- Manage and coach for optimal individual and team performance.
- Inspire employees to achieve their best performance by effectively creating positions, and responsibilities through KRAs.
- Provide mentoring to support the development of high potential staff.
- Address, manage and resolve conflict in a timely, confidential, and constructive manner to achieve win-win outcomes.
- Maintain and enhance own and employees' professional knowledge, and technical skills by keeping up to date with new developments and trends through training and other developmental interventions.
- Create a right HRM framework for incentives / benefits to the deserving employees.

5. Relationships:

- Build and maintain positive relationships with internal and external stakeholders that affect

development and delivery of educational activities, market competitiveness and reputation.

- Build trust and integrity with ethical actions, transparent communications with stakeholders.

6. Administration:

Establish and maintain administrative monitoring systems and processes that allow to deliver a high standard of service.

7. Financial Management:

Establish and manage financial budgets that ensure an effective balance between revenue as well as capital expenses in accordance with plans and expectations as per the budget.

8. Other Strategic Roles:

- Guide the marketing team about overall strategies, targets, and action plan for good quality of students.
- Build & maintain positive relationships with regulatory bodies for compliance.
- Schedule and develop action plans and teams for conducting events on the campus.
- Ensure good placements through working with the placement team as that is the crucial parameter for future progress..

Special Designations:

With a view to create enough decentralization to ensure smooth functioning of different programs / departments, specific positions are created to oversee such programs / departments. These, however, get altered from time to time depending on requirements. Some of these areas under:

Head of Departments (HODs):

The HODs are in functional areas of the management program; these include Marketing, Finance, HRM, Operations, Systems. In addition, the MCA department has a separate HOD. Their responsibilities include:

- Managing timetable and academic delivery of the concerned specialization, or the program like MCA. This includes scheduling timetable, arranging faculty members for engaging classes, getting session plan from the faculty members, and ensuing that the program is run

on expected lines.

- Coordination with teaching faculty members to ensure that the academic delivery meets quality standards set by the institute, meeting the students either through their class representatives or the entire class on a regular basis to get an informal as well as formal feedback at regular intervals to ensure that the delivery of academic process is up to the expectations of the consumers.
- Administrative / professional handling of the students' leave and other issues (both professional and personal), ensuring smooth completion of the program (semester-wise), coordination with the examination department, organizing innovative seminars / conferences / workshops in the concerned area of specialization, offering help in summer as well as final placement process of students of the concerned specialization or the program.

Batch Coordinators:

The positions of the batch coordinators have been specially created for managing the affairs of the first year of MMS as the strength has gone up substantially. These batch coordinators ensure smooth functioning of the first year of MMS students including their academic, administrative and all other requirements.

Reporting System:

SIESCOMS being a business school, needs to remain flexible and flat in terms of its structure and reporting system. All the faculty report directly, for the academic as well as administrative issues, to the Director only. All the positions mentioned hereinabove have been created for the purpose of smooth functioning of the institute and its various activities.

Role and Responsibilities of Faculty:

Faculty members are one of the most important internal stakeholders of a business school. They are indeed enablers of the system and the most important fulcrum around which the institute operates. Any educational institution is known for its teaching quality, and this is driven by faculty. Knowledge creation and knowledge dissemination are the two most important job profiles of a faculty member. The most important roles of a faculty member include:

Teaching:

Every faculty member will be required to engage certain sessions (2-3 courses per semester) depending on a faculty member's qualification / expertise / area of specialization. This will also include

the classes marked as tutorials / small group teaching, etc. Teaching in this context will also include necessary support process to improve the academic delivery systems. These include updating session plans, improving course material and presentations, updating cases for discussion in the class, constant change in the pedagogic processes.

Research & Publications:

Every faculty member is expected to undertake research projects either individually or in a faculty team. This project can be either a corporate /government department supported or individually identified through personal initiative. Besides, they are also expected to get involved in guiding / mentoring various research activities / projects undertaken by students. Every faculty member is expected to write at least 1-2 papers in nationally referred journals in a year and aim to publish at least one international article once in 3 years. Similarly, each faculty member is expected to participate in at least 1-2 research seminars / conferences for the purpose of presentation of a paper. The publication in institute working paper is also encouraged. For the faculty members who do not have doctoral degrees, the priority, however, would be to encourage them to register for PhD program and their priority would be to complete the same. The Institute is also moderately involved in a few consulting activities. However, as and when such activities pick up, the faculty members are encouraged to get involved in this activity by being a part of the consulting activities of the institute or undertaking such initiatives on their own with a specific revenue sharing mechanism.

Mentoring:

This is an essential role expected of each faculty member. Under this the faculty member is expected to guide, share the expertise, investigate the personal / emotional issues of student particularly at the entry level during the first six months of their entry into the institute. The other dimension of this role will be to create an environment through which the faculty will be spending time with the needy, slow paced learning students after the class hours, to bring most students at the same level. The institute has special “mentoring policy” and “policy for especially abled students” and guidelines are prescribed there.

Institute Building Activities:

The institute is in its growth phase. At this level SIESCOMS requires all its faculty members to support the institute in all its forward looking & institute building activities. Some of these activities include:

- Grooming the students (building attitude & personality)

- Evaluation of students (aptitude test, GD, PI, etc.)
- Organizing internal events
- Selecting right teams towards participation in external events
- Extending help in the placement process
- Organizing NGO / CSR activities
- Building alumni relationship
- Developing corporate / media relationship
- Admission process
- Various other institute activities like guiding student festivals, organizing corporate interaction series (CIS) / induction programs / annual day celebrations / seminars & conferences / convocations / outbound activities / industry visits among several others.

Placement Cell:

Placement is one of the core activities of any business school as the final indicator of success of any management institution is decided by the success in its placement. The role & responsibilities of the placement cell include the following:

- Coming out with a clear-cut strategic roadmap for placements.
- Constant liaison with existing and new clients / corporate.
- Coming out with annual placement policy.
- Making the students corporate ready through various types of interventions.
- Drafting a good placement committee of students.
- Making success of both summer / internship and final placements.
- Taking constant feedback from the corporate about the performance of students placed.

Support Services:

Support services in any business school play an important role towards achieving its primary goal of providing and creating a proper environment to ensure that the institute achieves its goal and render the customer service in an efficient manner. The primary support services include:

- Administration
- Library
- Computer Lab

- Examination

These support resources comprising administration, library, Examination and computer laboratories are, in-fact, key elements in achieving, maintaining, and enhancing academic standards and excellence in terms of teaching, research, and student support in the business school. The structure, roles and responsibilities of these departments are, therefore, designed to achieve these objectives.

At the apex center of the administrative set up, the institute has the position of the Registrar who heads the support services in general and reports to the Director.

The main role-responsibilities of the Office of the Registrar include:

- Coordination and administration of all physical and infrastructural resources at the institute. This includes management of classrooms, faculty rooms and administration of all infrastructural support like provision of blackboard, LCDs / among others.
- Central and focal point for admission to all programs at the institute.
- Liaison with various government and regulatory bodies like AICTE, University, DTE, etc.in consultation with the Director.
- Management and coordination of all regular office activities including management of the records of all employees and custody of important documents of all students.
- Administration and coordination of all examinations at the institute.
- Responsible for collection of fees from students of all programs.
- Administration and coordination of all support services at the institute including library, computer services and canteen services.
- Liaison with the centralized purchase department of the Society for various purchases / printing activities.

The specific roles and responsibilities of the various centers of responsibility at the institute are described hereunder:

Administration:

The administrative department is headed by the Registrar and supported by the administrative staff. The administrative support staff functions under the supervision of the Registrar. The Registrar is assisted by a Head Clerk in his / her discharge of functions and other staff in discharge of various responsibilities.

The functions and responsibilities include:

- Administrative support to the Registrar
- Academic communications
- Examination and evaluation related support
- Infrastructure maintenance and support
- Custody and handling of third-party documents (faculty/ students)
- Regulatory compliances
- Admission related support
- Other services like fee collections, faculty payments and faculty leave records, etc.

Library:

The library has a Librarian assisted by library support staff. The Librarian is also supported by a library committee comprising faculty members representing all functional domains. The committee assists the librarian in selection of resources such as books, periodicals, videos, and other subscriptions. The structure and functions are aligned to achieve the objective of providing adequate resources to faculty and students.

The functions and responsibilities of the library and its staff include:

- Planning and managing the budgetary functions of library and information services.
- Formulating and implementing library policies and procedures.
- Developing and managing convenient access to library resources.
- Developing and managing cost-effective library services.
- Ordering materials and maintaining records.
- Analyze and evaluate library and information services for continual improvement.
- Designing library services in response to the needs of users.

Computer Laboratories:

The system administrator will oversee the computer center / laboratories. The system administrator is assisted by laboratory assistant / laboratory attendant.

The overall work of the computer laboratories is coordinated by a team of faculty members from the MCA department for academic purposes.

The functions of the computer lab will include:

- Planning, budgeting the hardware, software, and configurations required.
- Design and implement appropriate network architecture to support faculty, student, and

administrative requirements and needs.

- Developing and maintaining laboratory documentation process (lab description, diagrams, processes, licensing, etc.).
- Designing and implementing preventive maintenance.
- Plan and implement periodic data / server backup services, contingency and continuity plans.
- Coordinate campus technical support from outside resources.
- Provide necessary guidance in technical area and function as a help desk.

Examination Cell:

The institute has a well-structured and managed examination cell that takes care of all examination related issues. These include the collection of question papers from the academic administration, xeroxing the question papers, managing the entire logistics / scheduling of the examination process in coordination with academic cell, and getting the papers evaluated. The “grading” as well as “moderation” aspects are also taken care of by the examination department. The tabulation of final marks after considering the internal marks is also the responsibility of the examination cell in coordination with the academic department.

The process of internal examination (though physical mode) also remains the same barring those cases where ERP system is used to conduct the examinations.

Timely declaration of the results is the responsibility of this cell. The cell is also required to maintain the records related to examinations as per rules of the University.

Maintaining confidentiality is an important aspect of examination cell and all efforts are made to ensure the same.

The sanctity of the examination is extremely crucial, and the examination cell checks and cross-checks the results before the final list is declared so that there are no errors.

Special Initiative Cells and their Roles:

The institute has few dedicated cells that are involved in specific institute developmental activities. Many of these cells are student driven and focus on a special aspect. These are usually coordinated by a faculty and the faculty in-charge of these initiatives reports to the Director.

Some of the important special initiatives include:

- CSR / SAHYOG:** SIESCOMS has a strong focus on community service, and this is one of the instruments through which the students are groomed as socially responsible citizens. These social activities are managed by a student committee captioned “SAHYOG” and are involved in all social services of the institute.
- Student Relations:** Students are at the center of all the activities of the institute. The institute has a dedicated student relations department managed by a faculty. All the student support systems are provided under the aegis of this department. This also includes student counseling and mentoring.
- Alumni Relations:** The institute has a strong alumni network. The entire management of the alumni relations including constant interaction with them and getting them involved in various

students' engagement activities is the responsibility of this wing. This is managed by a dedicated committee of students with a faculty leading the initiative.

- d. **Branding:** This is an intrinsic part of any business school. Creating visibility and making ripples around the institute is the job of this branding cell. This comprises a variety of activities targeted at potential students and corporate and managed by a team of students coordinated by faculty.
- e. **NEP Implementation:** This is the current focus of the institute as NEP implementation is key to future success. The institute has recently started NEP implementation through various awareness programs and integrating skill / entrepreneurship programs. IKS is also under focus. All these activities are taken care of by this cell. The Mentor / Director currently after looks this.
- f. **Entrepreneurship and Innovation:** Promoting entrepreneurship and inculcating innovation is the key responsibility of this cell. The cell is involved in a number of programs to promote entrepreneurship. This cell also manages the incubation center of the institute.
- g. **Internationalization:** This cell looks after the internationalization efforts of the institute through exposing students to foreign culture, practices, faculty, etc.

