

<b>Organization:</b>	<b>Tourism and Hospitality Skill Council</b> (A Registered Society incorporated by CII and National Skill Development Corporation)	<b>Unit:</b>	Gurgaon
<b>Position:</b>	<b>Chief Executive Officer (CEO) / Chief Operating Officer (COO)</b>	<b>Closing Date:</b>	05.05.2019
<b>Apply at</b>	Mail your CV to <a href="mailto:info@thsc.in">info@thsc.in</a>		

#### **JOB PURPOSE**

##### **About Tourism and Hospitality Skill Council:**

It is estimated that the Tourism and Hospitality industry in India generates 9.6% share in the Gross Domestic Product (GDP). The segment is dominated majorly by the unorganized sector (approx. 80-85%) while organized sector constitutes a small portion. The sector ranks India 2nd in the world in terms of total employment generated and for 9.3% of the country's total jobs. While India has been ranked 40th in the world in terms of International Tourist arrivals in 2016, Domestic Tourism contributes 88% to the country's Revenues.

Restaurants are the largest growth area and are estimated to account for nearly 78% of total people employed in Hotel & Restaurant Industry by 2022. Additionally, it is estimated that Facilities Management is going to employ over one crore people in next 5 years.

It is a people intrinsic industry with a large potential for employment generation.

##### **Objectives of THSC:**

- a. Conduct skill gaps study in each trade and setup sub sector groups for the key trades of Tourism and Hospitality Industry, on an ongoing basis
- b. Develop catalogue of Tourism and Hospitality industry occupations/skills and related occupational standards
- c. Create awareness and attract learners through Brand Promotion of the Tourism and Hospitality Industry
- d. Involve employers, learners, other academic and vocational bodies and private players in skill development intervention
- e. Accreditation/Affiliation of training providers (through partners) and Certification of Learners/ Workforce
- f. Facilitate/Conduct Training of Trainers and Training of Assessors for enabling skill centers
- g. Establish/Facilitate in-house Training Centers and Centers of Excellence (CoEs)
- h. Set-up effective Market Information System (MIS)
- i. Relate the Indian Tourism and Hospitality education standards with the international standards for creating widely accepted world class workforce.

**ENVIRONMENT / BACKDROP**

The CEO/COO is required to work with the key stakeholders and partners from the Tourism and Hospitality subsectors, NSDC, Government of India and with groups of International experts. The person will have to build further and drive the organization, deliver time bound outcomes as per the business plan while ensuring that the entire process is consultative and includes feedback from the industry.

**OPERATING NETWORK / INTERFACE**

<u>External Interface</u>	<u>Internal Interface</u>
<ol style="list-style-type: none"> <li>1. All partners within the Tourism and Hospitality sector including Industries, Associations, Academic Institutions etc.</li> <li>2. Interact with NSDC, Central &amp; State Governments, Ministries like MSDE, MoT, etc.</li> <li>3. Service providers offering skills training in the sector</li> <li>4. Interface with the un-organized sector players and supply chain to understand the skills requirements</li> <li>5. <b><i>Advocacy &amp; Marketing of all skill related programmes and job roles offered by the SCC to external stakeholders and developing more based on market demand</i></b></li> </ol>	<ol style="list-style-type: none"> <li>1. General / Governing Board of the Council</li> <li>2. Advisory Board of the Council</li> <li>3. Committees and Forums</li> </ol>

**MINIMUM REQUIREMENTS**

<b>Education &amp; Relevant Experience</b>	<ol style="list-style-type: none"> <li>1. Post-Graduation (Preferable) in Hotel Management or any other related application-based field</li> <li>2. Minimum 10 years of progressive experience in leadership role</li> <li>3. Proven track record of incubating a business enterprise/business division and successfully transforming into a profitable venture</li> <li>4. Experience in strategic planning and execution</li> <li>5. Experience in dealing with diversified range of stakeholders both industry and government heavily based on partnerships</li> <li>6. Ability to create internal systems and procedures for effective delivery and operations with strong leadership capabilities</li> <li>7. Understanding of the Tourism and Hospitality sector and its sub sectors is must</li> </ol>
--	---

COMPETENCIES	
Technical (Knowledge, Skills, Attitude)	Generic
<p><b>Technical Knowledge &amp; Skills</b></p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Creating operational procedures</li> <li>• Strategic Planning &amp; Execution</li> <li>• Business Incubation</li> </ul> <p><b>Attitude &amp; Communication Skills</b></p> <ul style="list-style-type: none"> <li>• People's person,</li> <li>• Go getter with the ability to meet deadlines and 'get things done'</li> <li>• Passionate about working with people and impacting the lives of the people at the bottom of pyramid</li> <li>• Having strong communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Entrepreneurial: Ability to start from scratch and setting up the organization.</li> <li>• Must have demonstrated multi-tasking abilities and be able to work both independently and with a group.</li> <li>• Ability to drive and motivate the co-workers and teams to successfully meet all project deadlines</li> <li>• Team Player</li> </ul>

PRINCIPAL ACCOUNTABILITIES
<p>Provide leadership to position the THSC at the forefront of the industry. Develop a strategic plan to advance the THSC's mission and objectives and to promote revenue, profitability and growth as an organization. Oversee THSC's operations to ensure efficiency, quality, service, and cost-effective management of resources. <b><i>Ensure to reach the ultimate objective of placements of all candidates trained under the THSC umbrella.</i></b></p>
<ul style="list-style-type: none"> <li>▪ Showcase exemplary capabilities in Strategic Management, Corporate Governance, and Creating Standards &amp; Processes, improving efficiency, Increasing Productivity and Fiscal discipline and transfer the same quality downwards through proactive leadership.</li> <li>▪ Ensure the implementation and execution of operations approved by Funding Agency and should be capable of delivering the objectives of meeting business plan</li> <li>▪ Ensure legal/ statutory compliances, ensure that the organization delivers. In time high quality services and choose lasting organic growth rather than fast crumbling inorganic growth</li> <li>▪ Oversee THSC operations to ensure production efficiency, quality, service, and cost-effective management of resources.</li> <li>▪ Keep a close watch on compliance with the norms provided by the funding agency while successfully addressing the requirements laid down by the industry.</li> <li>▪ Keeping the organization well-resourced in terms of finance, knowledge, partnerships and implementation capabilities.</li> <li>▪ Plan and ensure availability of recurrent/exceptional reports from all departments. Analyse these regularly- for trends and patterns with guidance/ assistance with departmental head to take leads from them to run and grow the business more efficiently.</li> <li>▪ Evaluate performance of executives/staff for compliance with established policies and objectives of the THSC and contributions in attaining its objectives.</li> </ul>

- Motivate/ communicate/enable the departmental heads to work to proactively to handle the sticky situations with the aim to rectify and avoid recurrences.
- Promote the THSC to local, regional, national, and international constituencies
- Draw up quarterly plans and targets and ensure their delivery.
- Plan develop, and implement strategies for generating resources and guiding business model to attain the self-sustainability of the organization
- Ensure capacity building for Team THSC.
- Other duties as assigned.

\_\_ x \_\_