

1. Title of the Practice

Bringing in specialisation in non-teaching departments.

2. Objectives of the Practice

The university is committed to building the right competencies and capabilities in academics, research and policy as well as a professional and responsive university administration. Towards this, we have designed an organisation structure that strengthens or builds departments that will:

- support leadership
- reduce span of control
- bring in clarity on reporting structures.
- bring in de-centralization.
- bring in specialization.
- increase accountability.
- prepare for scalability.
- increase efficiency.

3. The Context

We had to create an organogram that focused on building, professionalising, and strengthening non-teaching departments. After receiving approval from the university Governing Bodies, we recruited specialised resources to build processes and systems that would help the university scale its operations. Recruitment was as per the regulations and we collaborated with leading institutions such as the Indian Institute of Management (IIM), Bengaluru; Ashoka University, Indian Institute of Science and Krea University in this process.

4. The Practice

The presence of a specialised non-teaching staff structure makes NLSIU unique among public universities. Even leading private universities may not have the range of capabilities that we have in our staff.

5. Evidence of Success

Today we have teams that span across finance, academic administration, people and culture, communications, alumni relations, residential life, and technology. We have senior professionals from the corporate sector and have established a digital platform that links the workflows of these departments.

6. Problems Encountered and Resources Required

The key constraint we faced in recruitment was competing with the private sector market.