Job Description: Provost

The Provost is responsible for the University's student accommodation and student transportation services, including hostels, transport, the mess and cafeteria. The position carries overall accountability for the welfare, safety and conduct of students using these facilities.

Post Details

Item	Detail
Post title	Provost (Hostels, Transport and Mess)
Department	Admin, Works and Student Services
Reports to	Manager Admin & Works
Location	CECOS University, Peshawar
Supervises	Male and female hostel wardens (functional reporting line); hostel staff; drivers; cook and mess staff; and any appointed transport in-charge
Availability	Available on campus during normal working hours, with evening, night and weekend availability. Must remain reachable 24 hours a day for emergencies and unscheduled campus/hostel visits.

Purpose of the Post

To ensure that the hostels, transport services, mess and cafeteria are operated safely, hygienically and efficiently; to safeguard students, particularly female students; and to ensure that the University's facilities develop in line with its admissions. The Provost has operational ownership of these services and exercises independent judgment within the authority delegated to the post.

Qualifications and Experience

- **Education:** A Master's or Bachelor's degree (minimum 16 years of education, HEC-recognized) in Management, Public Administration, Education, Social Sciences, Psychology, Human Resource Management, or a related field.
- **Experience:** At least 10 years of experience in institutional administration, including at least 5 years of experience leading a team of 30 or more staff. Relevant experience may be in residential student facilities (university or college hostels, student affairs, Provost, Deputy Provost or warden roles; or housemaster/residential in-charge positions at cadet or boarding colleges) or in comparable large-scale operations (hospitals, schools, fleet or transport operations, or large catering or hospitality operations).
- **Background:** Applicants from any sector may be considered, including retired armed forces, police or civil service officers, provided they meet the experience requirements stated above and can demonstrate fair and respectful dealings with young adults, parents and faculty.
- **Desirable:** Experience as a warden, hostel manager, proctor or student-affairs officer; training in first aid, fire safety, food safety or road safety; experience in a co-educational institution; and familiarity with HEC rules and the University's harassment policy.
- **Language:** Fluency in Urdu and English is required. Proficiency in Pashto will be an advantage.
- **Conditions:** A clean record is required. Any past or pending disciplinary, criminal or misconduct matter must be disclosed and will be subject to verification by the University. Police verification, a character certificate and two referees (including one from the most recent employer) are required. The candidate must not hold office as an office-bearer of any political party or student organization.

Key Responsibilities

Hostels

- Manage the boys' and girls' hostels as separate and secure facilities through their respective male and female wardens, with separate rules, entrances and night-time procedures. The female warden remains responsible for matters specifically concerning female students, within the overall operational oversight of the Provost.
- Prepare/amend and implement hostel rules and the code of conduct, subject to approval by the Competent Authority.
- Manage hostel allotments, room changes, vacating procedures and clearances in coordination with Finance.
- Inspect the hostels weekly; immediately resolve routine and minor maintenance issues (such as basic plumbing, electrical, or fixture repairs) using hostel/assigned support staff, while escalating major structural, civil, or specialized repairs to the Manager Admin & Works, following each request through to completion within 48 hours.
- Maintain an up-to-date digital hostel asset register, along with records of damages and recoveries, using a shared Google Sheet accessible to the **Registrar, Vice President, and Manager Admin & Works** for real-time visibility and auditability. Submit requirements for materials and supplies to the Admin Officer through the prescribed indent process.
- Ensure that hostel utilities, including water, gas, electricity and heating, remain functional, and that the hostels are prepared for each season, including winter.

Transport

- Plan and review routes and timetables each semester using ridership data.
- Supervise drivers and maintain oversight of their licences, medical fitness, duty rosters, conduct, logbooks and fuel records.
- Maintain oversight of the vehicle maintenance schedule, including servicing, tyres, brakes, fitness, insurance and tokens. No vehicle may operate without a valid fitness check.
- Ensure safe travel arrangements for female students, including the provision of a female attendant where required.

Mess and Cafeteria

- **Hostel Mess & Campus Cafeterias: Oversee both the hostel dining mess and all on-campus cafeterias/canteens**, including menus, portion sizes, per-head meal costs (for hostels), approved student price lists (for cafeterias), and overall food quality in consultation with the student or any approved mess committee.
- Inspect the kitchen, storage areas, utensils, water supply and staff hygiene at least weekly, in coordination with the Health & Safety Officer.
- Ensure that cooks and mess staff hold valid medical fitness certificates and that vendors are appropriately licensed and comply with their contractual obligations.
- Ensure that complaints are resolved within the prescribed timeframe and that food-safety incidents are reported immediately.

Student Register and Records

- Maintain a live digital **Google Sheet** recording every student who joins or leaves a hostel or transport facility (including student ID/name, allocated hostel/room or bus route, and exact start and end dates), **shared in real time with Finance, the Registrar, the Vice President, and Manager Admin & Works** to ensure immediate fee adjustments and accurate institutional records.
- Receive the daily roll-call and boarding records maintained by wardens and drivers, and follow up on repeated absences.

- Submit a monthly report to the Manager Admin & Works covering occupancy, users, complaints, incidents, maintenance, transport performance, and the cost and quality of the mess service.

Capacity Planning with Admissions

- During each admission cycle, coordinate with Admissions to compare the projected intake and expected graduating students against available hostel beds and transport seats, separately for male and female students.
- Notify the Manager Admin & Works and the Registrar at an early stage whenever existing facilities are likely to be insufficient. Provide projected requirements, including rooms, beds, vehicles and the male/female distribution, to enable timely planning for additional hostel facilities.

Discipline and Conduct

- **Disciplinary Tracking (Google Sheet):** Receive complaints, conduct preliminary inquiries, and log all cases and actions taken in a **shared Google Sheet** (with restricted access for the **Registrar, Vice President, and Manager Admin & Works**), referring serious matters to the **Registrar / Discipline Committee** or the Vice Chancellor, as appropriate.
- **Sanctions Scope:** Apply minor sanctions **strictly limited to hostel and transport facility rules (such as prescribed fines or temporary suspension of hostel/bus privileges)** in accordance with the approved code, and forward recommendations for major sanctions—as well as any broader behavioral or academic misconduct—to the **Registrar / Discipline Committee**.
- **Zero-Tolerance & Harassment Protocol:** Follow the University's harassment-inquiry procedure and HEC policy. Maintain zero tolerance for harassment, ragging, substance abuse, weapons, and violence. Refer every harassment complaint immediately to the designated Inquiry Committee; the Provost must never handle or attempt to mediate such complaints independently.
- **Student Welfare:** Refer students experiencing personal, emotional, or behavioral distress to the University Counsellor.

Staff, Budget, and Coordination

- Supervise, assign duties to, prepare rosters for and appraise drivers, hostel staff, the cook and mess staff. Recommend rewards and disciplinary action to the competent authority through the established reporting line.
- Prepare annual budget proposals for hostels, transport and the mess, and monitor expenditure and cost per head.
- Coordinate with the Security Officer on hostel gates, visitor registers and night patrols.
- Coordinate with the Health & Safety Officer on fire drills, inspections and the review of incidents to identify lessons and preventive measures.
- Coordinate with the Admin Officer on procurement indents; with Finance on fees and dues; with the Maintenance Supervisor on repairs; and with the University counsellor and Discipline Committee on student-related matters.
- Coordinate with the Manager Admin & Works on hostel expansion and the development of new facilities.
- Protect the confidentiality of student records and personal information, and ensure that such information is handled appropriately.
- Perform any other duty assigned by the competent authority, provided that it falls within the scope and purpose of the post.

Emergency Response

The Provost is the first point of contact, 24 hours a day, when a student is injured, becomes ill or is involved in an accident. The Provost must be familiar with the applicable procedure, keep it up to date, and ensure that hostel and transport staff are trained to follow it.

Emergency arrangements to be maintained

- A written emergency procedure and an up-to-date emergency contact list covering designated hospitals, Rescue 1122, police, ambulance or vehicle arrangements, wardens, Security, the Health & Safety Officer and the Registrar.
- An up-to-date register of emergency contacts and guardian telephone numbers for every hostel resident and transport user.
- First-aid boxes in the hostels, mess and vehicles, together with staff trained in first aid.
- Periodic emergency drills in coordination with the Health & Safety Officer to ensure that staff and students understand the required procedures.

Required actions in an emergency

1. Ensure that the student is safe and receives first aid immediately.
2. Arrange transportation to the nearest suitable hospital, using a University vehicle or Rescue 1122, as appropriate, and ensure that a staff member accompanies the student. A female staff member must accompany a female student. Treatment must never be delayed because of paperwork.
3. Inform the student's guardians immediately.
4. Inform the Manager Admin & Works and the Registrar and, in serious cases, the Vice Chancellor.
5. In the event of an accident, also inform the police and insurance provider, as required, and coordinate with the Security Officer.
6. Follow up on the case until the student is discharged and keep the guardians informed.
7. Submit a written incident report within 24 hours and, subsequently, prepare a root-cause note with the Health & Safety Officer identifying measures to prevent recurrence.

Personal Qualities

The Provost must be fair, consistent and approachable; firm in applying rules and supervising staff; and respectful in dealings with students and parents. The Provost is expected to maintain a visible presence in the hostels, at the gates, in the mess and on bus routes; treat all students equally; document decisions in writing; inform parents at an early stage; and maintain the highest standards of personal conduct.

The Provost is expected to take ownership of the hostels, transport and mess, and to exercise sound independent judgment within the authority of the post. The Provost must keep the Registrar and the Manager Admin & Works informed and observe the established reporting line. However, the Provost must not delay taking appropriate action on matters involving student safety, welfare, maintenance or discipline merely because prior instructions have not been received. Concerns or disagreements should be raised constructively and documented in writing.