

THRIVING PLATFORM FOR SMART WORKERS

VIEWES FROM THE OPERATIONS STAFF

MR. RAJA PREMADASA

SENIOR MANAGER – HR & ADMIN



What are your previous working experiences and how and when did you join NSBM?

Before I joined NSBM, I worked in the public sector for 35 years. When I was retiring I was working under the ministry of plantation and joined NSBM in October 2015. It was a motivation and new

experience in my career to work in the field of education with a team of dynamic and young members. At that time NSBM was located in a building in Nugegoda, but had a capacity of nearly 6000 students. Thus, handling the quantity, managing facilities and delivering the quality services was the key focus areas at that time.

Further, at that time, NSBM started constructing this remarkable green university town managing the project time line and representing NSBM when dealing with consultants and contractors was a task directly handled under my supervision.

What are the improvements or unique

features you could highlight during your period of service?

The service I am rendering here is rather different from the previous job roles I handled. It was challenging at the very beginning but gradually I managed to overcome them through the experience and knowledge I have gained from the state sector. At the time, I joined NSBM there was no operational manager. So, handling daily operations falls under my responsibility. I have to establish many new committees to look after those operations and I'm happy to tell you, now those operations are smooth functioning.

To answer your question, the unique feature was that I had to establish new guidelines and re-start everything to improve the quality of service. I have introduced a Minor procurement committee to streamline the procurement procedure and I have introduced an IT division to look after IT issues and needs of new development. Now, some of those sections are working independently as separate divisions, but at the beginning it was under the admin department and under my direct supervision. It is a pleasure to work in a challenging working environment in my career. Not only that, it gives me a platform to implement new strategies, new systems and I am happy to see it grow within this ever-growing institute.

What are the challenges you are facing when dealing with daily administrative operations in this university?

The main challenge is to get many things done with limited staff and the other major

challenge was to get skilled delivery from unskilled workers. At the beginning, NSBM has recruited some workers to fill the need of catering to improved infrastructure but getting them trained and adopting them to facilitate the needs was really challenging. But with time, all including myself adjusted well to this new change. Currently, we are planning to implement a staff training program to cultivate positive attitude among the staff and to manage work pressure.

On the other hand, NSBM is a 24-acre premises with complex of buildings. Maintenance of the premises is also a huge challenge which I have been facing since 2016. From the daily cleaning to advance facility management, it is a process which has been linked to each other. It is my duty thus, to keep all the cogs in the wheel well-oiled and maintained. Managing this process without a fail is the most difficult task which I have to engage with.

What are the unique qualities you need to highlight in this practice?

It is true that, we have many tasks to achieve and we are have limited staff to face all the challenges. But it is important to tell you that the motivation and energy I have seen within NSBM staff members is truly an amazing phenomenon. They are truly task oriented and dedicated to deliver their best and I think that is the success behind NSBM. It is amazing to see even without formal training; some workers deliver skilled tasks purely through the drive of self-motivation.

What will be the future of NSBM and its influences on the others, staff and students?

Undoubtedly NSBM has a bright future with the improved student capacity and infrastructure facilities. The influences and Impacts of NSBM is clearly visible with in the vicinity. Villagers are empowered to cater high demand and it will strengthen the economy of the villagers. Staff will be assessed through annual appraisals and they will get cross benefits accordingly as well! Positive vibes and influences all around.

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OVERCOMING EVERY FINANCIAL HURRICANE

VIEWS FROM THE OPERATIONS STAFF
MS. KAILASHINI THIRANAGAMA
SENIOR MANAGER - FINANCE



How you started your career at NSBM?

Actually I started my career at NIBM as a lecturer in 2009 and since that time until 2012, I served there as a lecturer and moved to NSBM in 2012. At NSBM, I got a new opportunity to deal with finance of the institute which was a huge responsibility. My passion was towards lecturing, but at the inception, there was no personnel to handle finance and I got an invitation to work as the Manager Finance. Changing my job role was challenging, but I gradually adopted myself to deliver the service, and gradually I started enjoying handling complicated financial matters and now I have a huge

self-satisfaction due to the service I rendered in critical financial constraints.

When talking about my career at NSBM, I joined as a lecturer and changed job role to be the Manager Finance in 2012, and then was promoted as the Senior Manager Finance in 2015. I had no guidance from any authority since I was the one and only finance authority to take correct decisions on crucial times. I think it has given me an opportunity to improve and grow myself.

At that time, NSBM started implementing NSBM Green University town concept, and it was

a huge financial risk taken by the management. The loan has been obtained from BOC given the Average Prime Lending Rate as 8% but now it has been escalated up to 11.5% which is a significant increment. So we had to rearrange our financial plans and budgetary proposals to face this and it was the toughest period of my working time line. However we all worked as a team and with the proper guidance given by the Vice Chancellor and the administration of NSBM, we maintained all the operations well and smoothly.

How will be the future of NSBM?

After moving from the city campus at Nugegoda to Green University Town in Homagama, the main consideration was to see how to align student population to fill the gap of income since we have to pay the loan. The toughest period was 2017 and now we are recovering. I think NSBM has a bright future and after paying this loan NSBM could focus more on investments in higher education.

What is the secret behind the success?

It is truly the visionary leadership given by the vice chancellor. His broad visions and courage motivate and encourage us to stand strong in every financial hurricane and we faced all the difficulties as a team. I think, it is the secret behind the success.