

POSITION: Head-Operations

NO. OF POSTIONS: 1

LOCATION: Mumbai

PURPOSE OF THE ROLE: The Operations Head is a leadership position for Bright Future and is responsible for delivery of all of Bright Future's programs (Livelihood and Step to Livelihood). The role is also responsible for building and maintaining partnerships with corporate organizations for placements of students post program completion. The role is a team leader for the operations team and has a P&L responsibility. This role is key for Bright Future for delivering on its vision by creating industry ready talent and ensuring that there are job opportunities for them.

ROLES AND RESPONSIBILITIES:

- To ensure that all the program meets its targets with Quality delivery to achieve Bright Future's objectives.
- To monitor and guide the team of operation managers at Bright Future to ensure smooth functioning of projects. Further to lead by example to all the operations team and the aspirants / students.
- The role should provide the direction to the entire Operations team on how to execute their projects effectively and ensure that their training needs are fulfilled.
- To utilize and manage budgets as per the plan to allow Bright Future realize the program objectives at their full potential.
- To provide feedback on monthly, quarterly, six monthly and yearly reports and ensure timely submission of reports to build healthy relationship with funding partners
- Represent organization in corporate events, social events and different platforms to gain visibility for the organization
- Reporting to CEO regarding achievement of targets and progress of programs against outcomes
- Identify new avenues and opportunities for replication, scale up of programs and possible partnership with current and new corporate for funding as well as other tie ups like volunteering opportunities, placement opportunities etc.
- To build strategies to address operational issues. The strategies should cover both addressing the challenges and building for the operations function. The design has to be planned and suggested by the Operations Head to the CEO and then taken forward basis feedback.
- To identify gaps in program implementation and provide solutions to make delivery of programs effective
- Institutionalize strong systems and processes including program execution and automating the processes wherever appropriate for efficiency and effectiveness



- Build, nurture teams and manage their hiring and training needs and create next level of leaders. This should be executed in partnership with HR Head and L&D Head

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Any master's degree, preferable MBA (Operations) or Masters social sciences or Masters in social work
- Total 12- 15 years in operations roles, out of which at least 5 years should have been in leadership role managing large teams (20 +), social sector experience in leadership role is highly preferred.