

POSITION: MANAGER - OPERATIONS

LOCATION: Mumbai

DESCRIPTION: The Operations Manager is responsible for delivery of all of Bright Future's programs in a defined zone. The key responsibilities of the role are to monitor and execute programs running in the centers within the assigned zone and support with placement of the students in network organizations post completion of the program. Thus, this role is critical for Bright Future as it ensures that the students are industry ready and that there are job opportunities for students after completion of the programs.

RESPONSIBILITIES:

- Facilitate design of strategy and allocation of budgets for training aspirants. Ensure partnerships with network organizations to ensure placement of aspirants after program completion
- Organize and lead monthly meetings for review of planned strategy v/s outcomes of the project and expenses. Keep track of the project progress and ensure the project sustainability
- Monitor and coach team in core competencies to ensure quality delivery of the program by conducting weekly review meetings.
- Build and maintain trust among the donors, Employers, Mentors and Stakeholders (Parents, Alumni, School Principle and teachers etc.) by engaging them on projects. Ensure proactive reporting on an monthly or quarterly basis and engage them in celebrating small successes of the project to keep engagement levels high
- Organize quarterly plan V/s progress reviews with Entire project team or project In charge with Operations Head
- To provide administrative support whenever required or in case of change in location or identification of a new area/ location /schools or provide assistance in baseline or end line.

COMPENSATION: Best in the Industry

REQUIRED QUALIFICATIONS AND EXPERIENCE:

Qualifications: Post Gradation in any social sciences preferably MSW
Alternatively a Graduate with experience managing large teams would also be suitable

Years of Experience : Total 5 years in Social Sector and minimum 3 years in a team management role in the area of operations / projects

REQUIRED KNOWLEDGE

- Knowledge of social structure and challenges faced by adolescents and youths (Specific to 13 to 25yrs) and how parents play a role in the same
- Understanding of correlation of Education and livelihood and its challenges also able to design solution to the same
- Knowledge of Financial implications of the programs
- Awareness of the Entire Social and Economic details of the education space and able to translate it into actionable strategies at the ground level
- Theoretical and practical concepts of running a similar program - should be able to provide inputs on program design and operations best practices based on experience

REQUIRED SKILLS

- Project Management
- Networking and Stakeholder Management
- Organization
- Oral and Written Communication
- Problem Solving
- Analytical Skills
- Ability to Track expenses for each centres, oversee the Budget Management
- MS-Office Proficiency
- Language skills (Regional/Hindi/English)