

PROGRAMME MANAGER

Position: Programme Manager

Job Location: Mumbai

Type: Full-Time paid

Overview

Formal mentoring programs are growing to be one of the largest and most well-established among youth-focused development interventions. Mentor Me India (MMI) is a Mumbai-based non-profit focused on one-to-one mentoring for children in low income communities. MMI's mission is to empower children in low-income communities (mentees) grow to their full potential by creating and supporting enduring one-to-one relationships with strong role models (mentors). MMI recruits volunteer mentors through a rigorous selection process and connects them to mentees who can benefit from their support, through partnerships with NGOs and schools in low income neighborhoods. Mentors are supported through training sessions and group mentoring sessions throughout the year. The organization currently supports over 500 mentor-mentee pairs across 12 centers in Mumbai and plans to become a national level mentoring organization over the next five years.

Summary of Role

The Programme Manager (PM) will report to the Executive Director (ED) and the Managing Director (MD) who heads the board of directors. The PM, as a lead of the Programme team will play a crucial role in ensuring the quality of the programme is maintained as MMI scales to reach many more children across geographies ensuring each mentor-mentee pair is well supported individually and as a cohort. This includes managing a team of Programme Coordinators and Senior Programme Coordinators who oversee individual mentor-mentee pairs, overseeing the design and implementation of the programme and impact evaluation, developing and updating MMI's curriculum and building and maintaining relationships with local NGO/school partners. We are seeking a highly motivated individual with strong programme skills, openness to innovate and implement, communication and interpersonal skills. The PM must enjoy a start-up environment, should be able to work independently and flexibly, enjoy coaching and mentoring others, and have a strong commitment to excellence. MMI places great value on personal qualities including resourcefulness, responsibility, independence, and work ethic.

Responsibilities

Programme Management

- Planning and driving organisation level goals to maintain quality of the programme along with the Programme Coordinators
- Designing and planning for mentoring services through new channels and partners
- Designing and co-delivering training sessions for the mentors
- Reviewing and maintaining quality of the programme team in planning informal and formal group mentoring sessions
- Developing and building on MMI's existing curriculum to maintain the support through research and best mentoring practices around the world
- Building processes and structures to bring down programme cost

Stakeholder Management and Child Safety:

- Strategizing and implementing the programme's parent engagement processes
- Building and maintaining a brand identity within the mentor and mentee new and old communities respectively
- Ensuring child safety in all mentor-mentee relationships
- Identifying potential partner institutions for mentees that would benefit from MMI's programme
- Developing and maintaining relations with local NGO/school partners through dialogue and engagement

Monitoring, Evaluation and Reporting

- Strengthening the impact evaluation process by co-defining impact goals along with the programme team, MD, ED and board
- Monitoring timely data collection
- Assessing the impact and taking corrective action instantly
- Reporting to all stakeholders involved on a monthly, quarterly and biannual basis

Team Management

- Managing MMI's Programme team resources effectively (budget, time and human resources)
- Maintaining a culture of accountability and excellence within the team
- Monitoring and evaluating performance of the Senior Programme Coordinators and Programme Coordinators; providing opportunities for their professional development
- Assisting Operations and Fundraising team in programme expansion as MMI plans to widen its reach
- Co-designing and giving inputs on recruitment campaigns

Knowledge and Technical Skills

- Proficient in Microsoft Excel, PowerPoint, Word
- Excellent written and oral communication skills
- Team management and relational support skills (e.g. guiding, supporting, confronting, advising, and/or negotiating)
- Able to exercise good judgment, decision making and problem-solving skills
- Organized and high attention to detail, while thinking systemically
- Able to thrive in fast-paced environment with limited direction
- Experience assessing and developing relationships with children, parents and other adults
- Ability to analyse relevant quantitative and qualitative data and assess impact
- Experience with youth/education programme design and implementation

Education and Experience

- Graduate/Post-graduate in relevant fields (social services, human services or related field preferred or equivalent related experience)
- 2-5 years of work experience in relevant areas (curriculum development, programme management)
- Experience in the non-profit sector and familiarity with the Indian education sector

Compensation range:

As per experience; in the range of 5.5 to 8 lakh per annum total package.

If this sounds like you, and the possibility of working with MMI excites you, we would like to hear from you. Please send your cover letter and resume (one page only) to shruthi@mentormeindia.org.