Job Description: Program Manager (Operations)

Organization Background

Muskaan Dreams is a social impact Ed-Tech nonprofit, committed to bridging the digital divide in government schools by empowering teachers with technology so that every student has the opportunity to take advantage of digital learning and skilling in order to prepare for the future with rapidly evolving needs in the job market. For more information, please visit www.muskaandreams.org

Our vision: *Digital promise to Every Child*

Summary:

Designation	Program Manager (Operations)
Reporting to	Associate Director Programs
Experience	5-7 Years (In non-profit sector)
Vertical	Operations
Location	Bhopal (M.P)
Employment Type	Full-time
Employment Level	Mid-level

The Program Manager position in the leadership role offers young minds , motivated, energetic people the opportunity to be an integral part of Muskaan Dreams' work. This person supports the link between the State/Districts and program implementation teams ensuring executing operational strategies for all the programs/projects driven by the organisation

- Strategize, plan and build execution models for effective project delivery concerning partner &, project needs and impact index.
- Manage and execute operational strategies for various state teams across India for the successful delivery of the project/s
- Drive and lead implementation plans to meet the targets, aligned to the project/s and partner/s organizations
- Build internal capacities among field teams and monitor project delivery
- Work with government stakeholders, MD leadership and Board to create the strategic design of the transformation as per the indicators
- Build relationships within all levels of government around a common vision and set of objectives.

- Define success metrics and growth aspiration for the project and communicate effectively with all stakeholders and team.
- Program tracking and reporting: Planning will need to be followed up with regular tracking of progress against the plan. This will include a special focus on programmatic data and analysis.

We are looking for someone with

- An Understanding of the Nonprofits landscape
- Understanding of building operational strategy
- Excellent team management skills
- Excellent understanding of technology
- Passionate for social change at scale

Key Responsibilities but not limited to:

Complete Ownership of Program implementation and Impact

1. **Ensuring Quality of Programs/Projects**

   - Provide strategic and clear direction/guidance in planning and budgeting of programs under the guidelines, framework, policies and strategic plan in the field.
   - Provide strategic guidance to effective and result oriented programs in collaboration with the government for immediate and long-lasting changes in the lives of children and Teachers.

2. **Project Implementation**

   - Develop Monthly, Quarterly and Annual work plan and ensure the implementation as per the PMS plan
   - Ensure adequate managerial and technical support to the team.
   - Oversee the data collection related to programmatic intervention areas as set by the team
   - Design and develop training manuals and facilitate in building capacity of the beneficiaries.

3. **Project Review & Monitoring**

   - Conduct regular field visits with appropriate tools and checklists, including discussions with beneficiaries on program effectiveness, and feedback on improvements
   - Conduct regular (monthly) analysis of program implementation and monitor to identify strengths and weaknesses of the project and share the team for appropriate action.
   - Conduct the Projects review of progress made by the team on a monthly /quarterly basis and identifies the areas where they need to improve in terms of capacity building and help them to make necessary changes in their original plans if required

- Ensure that high-quality reports are submitted on time to the partners and government.
- Comply with all relevant policies and procedures concerning child protection, health and safety, equal opportunities and other relevant policies for our stakeholders and team.

4. **Capacity Development of Team**

- Hiring, lead, manage the team and make sure they have clear objectives, results and work plans and receive meaningful feedback on their performance regularly regarding projects
- Lead on capacity building of team through coaching, mentoring and training
- Design and develop training manuals and facilitate in building capacity of the team, and stakeholders to ensure effective implementation of different activities by them on the ground, (workshops, meetings and seminars).

5. **Coordination, Collaboration and Networking**

- Coordinate and communicate with the State/district/block level govt. officers of the education dept. regularly and establish a close working relationship
- Coordinate and communicate with the school staff (Principal, Teachers) regularly and establish a close working relationship with them
- In coordination with Leaders and Project teams - represent Muskaan Dreams at State and district levels, when and if required.

Experience Requirements:

- Graduate/Post-graduate in Social Work discipline
- Minimum 5-7 years of work experience with a similar role
- Understanding of current trends in the ed-tech sector.

Must have skills and competencies:

- **Accountability:**

  - Holds self-accountable for making decisions, managing resources efficiently, achieving and practising our values
  - Holds the projects team accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved

- **Ambition:**

    - Sets ambitious and challenging goals for themselves and their team takes responsibility for their personal development and encourages others to do the same
    - Widely shares their vision for Muskaan Dreams, engages and motivates others
    - Future orientated things strategically.

- **Collaboration:**

    - Builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
    - Approachable, good listener, easy to talk to, open to ideas.
    - Honest, encourages openness and transparency.

- **Creativity:**

    - Develops and encourages new and innovative solutions
    - Willing to take disciplined risks.
    - Presentation & report writing skill

- **Technology:**

    - Web and Application based digital training skill
    - Support Partnership Team Management.
    - Digital training (Create/review/Approve the training)
    - Training management & Designing skill
    - Training Facilitation Skills
    - Expert in MS Office
    - Data analysis
    - Data interpretation

Compensation:

Muskaan Dreams offers compensation as per the experience & competitive pay with excellent benefits. The non-monetary compensation includes a unique opportunity to be part of an innovative, meaningful, fun and rapidly growing organization that is transforming the lives of millions of children in India by focusing on digital literacy and skill-building in education.

To be successful at Muskaan Dreams, you will also:

- Have a passion for our mission and a strong desire to impact a dynamic nonprofit organization

- Be a proactive and innovative thinker who achieves results and creates positive change

- Have a very high level of personal and professional integrity and trustworthiness

- Embrace diversity and a commitment to collaboration

- Thrive in a fast-paced and fun environment

Muskaan Dreams is proud to be an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. EOE/M/F/Vet/Disabled

How to Apply: Please click here to apply or visit https://muskaandreams.org/apply-now/

Process: Profile submission<>Assignment<>Personal interaction<>Final discussion.

Note: A typical recruitment process for these roles takes about 30-45 days, we'll keep you updated about the progress through email.

For queries: +91 9754175881 (use WhatsApp) or hrm@muskaandreams.org

"Only Apply if you love meeting people and love teamwork, you want to be part of an exciting roller coaster ride, you are crazy enough to still apply.

"Digital Promise to Every Child"