

## Job Description – Director Operations

<b>Designation</b>	Director Operations
<b>Location</b>	Head Office
<b>Employment type</b>	Renewable fixed term contract
<b>Report to</b>	Executive Director
<b>Functional reportees</b>	Head – Operations, Head – NGO Partnerships & Strategic Expansion, Head – Operations Strategy, Finance, HR, IT, Communications, Government Liaison (as per Matrix)
<b>Employment level</b>	Senior

### Organization Background

Established in 2007, Educate Girls (a project of 'Foundation to Educate Girls Globally') is holistically tackling issues at the root cause of gender inequality in India's education system that has helped to ensure over 90% enrolment and higher attendance as well as improved school infrastructure, quality of education and learning outcomes for all girls.

Our comprehensive model helps communities assess their school situation, initiate action plans and empowers them to sustain positive results at the lowest cost. Educate Girls believes that if girls in the most backward gender gap districts are educated now, they will have the potential to enter the formal economy, gain employment and lift their families out of poverty. By leveraging the government's existing investment in schools, Educate Girls delivers measurable results to a large number of beneficiaries and avoids duplication or parallel delivery of services.

Because of the sustainability and scalability of the model, Educate Girls has grown from a 500-school pilot project in the Pali district of Rajasthan to now serving thousands of schools, reaching millions of children in some of India's most remote areas. The non-governmental organization has a management and outreach office in Mumbai and operations in Rajasthan and Madhya Pradesh and is committed to launching interventions in multiple new geographies across India over the coming years.

For further details about organisation please visit [www.educategirls.ngo](http://www.educategirls.ngo)

### Our Values

<b>Gender Equality</b>	Being able to treat people equally irrespective of gender
<b>Integrity</b>	Possess the ability to “know and do” what is right
<b>Excellence</b>	Being outstanding or extremely good, striving to lead by performance excellence
<b>Collaboration</b>	Working effectively and inclusively with a range of people both within and outside of the organization
<b>Empathy</b>	Being able to understand and share the feelings of another and use that understanding to guide our actions

### Our Competencies

<b>Strategic Thinking</b> – Think big yet act focused	<b>Taking Ownership</b> – Feel responsible & accountable	<b>Analytical Thinking</b> – Stay true to your data
<b>Developing Talent</b> – Growing and taking people together	<b>Ensuring Alignment</b> – Think differently but work together	

### Job Profile

#### Overview of the role:

The position reports to the Executive Director and is responsible to coordinate and liaise with stakeholders across CXO levels on driving implementation of Operations strategy. The role incumbent will function as part of Educate Girls Leadership Team to better align the Educate Girls Strategy and Culture to generate tangible value and

sustainable benefits. The position holder will oversee the strategic alignment, direction and implementation of various projects and program across regions and better execute the short and long term objectives of the organization.

The position holder will primarily operate from Mumbai but will need to travel to operational areas in Rajasthan and Madhya Pradesh and other states as per expansion plans.

### **Areas of Responsibility:**

The list mentioned below provides more detailed descriptions of the role to be performed. It is not exhaustive but illustrates the scope of responsibilities and provides insight into other tasks that may be required or assigned as per need. The tasks/responsibilities are supported by existing critical employees who will report into the position holder.

#### **Leadership & Strategy**

- Builds and implements the operational roadmap in alignment with Educate Girls' 5 year strategic plan.
- Evaluates and designs the expansion into new regions and district offices as per the organizational 5 year strategy.
- Drives strategic operational initiatives, including coordination and collaboration with internal and external stakeholders, to ensure timely and accurate completion and delivery of outcomes.
- Provide senior leadership and external stakeholders with regular value added reports that identifies & tracks the status of programs, projects, milestones and deliverables.

#### **Operational planning and management**

- Develops annual operational plan, engaging key internal and external stakeholders. Oversees the strategic alignment and direction of various projects and programs across regions.
- Ensure government permissions are obtained and renewed timely and build effective alignment and partnership with respective Government departments.
- Ensure accountability of delivery on achievement of pre-defined outcomes. Participate in respective donor meetings and support donor reporting and engagement.
- Ensure that the operational policies and standard operating procedures are contemporary and aligned to best practices and recommend changes to the leadership team as appropriate
- Design the national expansion and complete the strategic business planning process for the program expansion into new markets

#### **Program planning and management**

- Ensure accountability of delivery of programs and a focus on improving quality of outcomes.

#### **Human Capital Management**

- Ensure effective manpower planning for operations management and program delivery.
- With support of the HR team, ensure the effective implementation of contemporary people practices across recruitment, induction, compensation and benefits, operations and compliance, employee retention, employee engagement, performance management, learning & development and grievance management.
- Drive a culture of coaching and mentorship to facilitate capacity building of team.
- Ensure the effective functioning of the operations team while working in a matrix structure.

#### **Community relations**

- Communicate with stakeholders to keep them informed of the work of the organization.

- Establish good working relationships and collaborative arrangements with community groups, funders, NGO Partners, government agencies and other organizations to help achieve the goals of the organization
- Represent the organization at community engagement events.

#### **Risk management**

- Identify and evaluate the risks to the organization's stakeholders and implement measures to control risks.
- Review the existing projects and outline the level of dependency as per various growth phases that they are in and ensure alignment with key stakeholders to ensure the right actions.

#### **Preferred Education Background:**

- Post-graduate degree in education, social sciences, management or social work.

#### **Preferred Work Experience:**

- 15-20 years of experience in operations, business strategy & rapid scale expansion in the development/corporate sector with 5-6 years of senior management leadership experience.

#### **Preferred Skill Set:**

- Result orientation, effective leadership, strong communication skills, influencing skills, stakeholder management, strong inter-personal skills and ability to work with people from varied backgrounds and levels.
- Sensitive to issues of gender equality

"Educate Girls is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position."