JOB PROFILE - CHIEF INFORMATION OFFICER

BACKGROUND AND CONTEXT

EDUCATE GIRLS

Founded in 2007, Educate Girls is a non-profit organization registered under Section 8 of the Indian Companies Act, 2013. It focusses on mobilizing communities for girls' education in India's rural and educationally backward areas. Educate Girls' scalable, replicable and sustainable program model resides on top of India's The Right of Children to Free and Compulsory Education Act [Right to Education Act (RTE)], 2009 or the 'Samagra Siksha' Abhiyan. By leveraging the Government's existing investment in schools and by engaging with a huge base of community volunteers, Educate Girls helps to identify, enroll and retain out-of-school girls and to improve foundational skills in literacy and numeracy for all children (both girls and boys). This helps deliver measurable results to a large number of children and avoids parallel delivery of services.

Head Office of "Foundation to Educate Girls Globally" i.e., "Educate Girls" is located in Mumbai. The State Offices are located at Indore, Udaipur, and Prayagraj. With the new expansion plans, Educate Girls will have more offices, with a minimum of one for each state. Each state office manages 5-6 districts for setting targets, monitoring, guiding and planning. Each district has a district office which is a single independent unit.

VISION

Educate Girls' aim is to achieve behavioral, social & economic transformation for all girls towards an India where all children have equal opportunities to access quality education.

MISSION

Educate Girls leverage existing community and government resources to ensure that all girls are in

school and learning well.

GOALS

Educate Girls' goal is to improve access and quality of education for over 15 million children cumulatively by 2024.

MILESTONES ACHIEVED AND WAY FORWARD

- From a 500-schools pilot in 2007, Educate Girls has metamorphosed into 29,000+ schools, over 18,000 villages across 22 districts in three states Rajasthan, Madhya Pradesh & Uttar Pradesh of India. They are now looking at expansion into new State like Bihar etc.
- Currently they are present in 22 Districts. By 2024, Educate Girls would be expanding to 31 districts cumulative across the four states.

- Since its inception, Educate Girls has enrolled 750,000+ Out-of- school girls (OOSG); 1.3 million children have benefitted from the remedial learning curriculum. Over 11 million total beneficiaries have been impacted by Educate Girls' program model.
- Educate Girls being technology driven, is leveraging advanced analytics to pinpoint the hotspot villages with a higher than normal out-of-school girl populations. This approach enables to reach more out-of-school girls with the same resources, in a timelier manner.
- Between 2019 and 2024, Educate Girls' audacious goal is to solve almost 40% of India's out-of-school girl problem by bringing up to 1.5 million out-of-school girls back to school by 2024.
- Educate Girls aim to establish their presence across 35,000 villages in India's 4 most populous states (Rajasthan, Madhya Pradesh, Uttar Pradesh and Bihar) and benefit 15 million children cumulatively.
- While they have an ambitious growth plan, their main & critical focus is on the people who are their most important asset. Aligning to the 2.0 Strategy, by 2024, their major people goals include:
  - Headcount Increase from 2200 -> 3100
  - Volunteers Increase from 18000 -> 25000
- World's first Development Impact Bond (DIB) in Education was launched by Educate Girls along with their partners.

LEADERSHIP TEAM

- Safeena Husain, Founder and Board Member
- Maharshi Vaishnav, Chief Executive Officer
- Vijaylakshmi Saxena, CFO
- Anushree Singh, Head – Human Resources

To know more about the organization please visit their website: Educate Girls' https://www.educategirls.ngo/

JOB DESCRIPTION

Designation	Chief Information Officer
Location	Mumbai
Reports to	Chief Executive Officer (CEO)

WHY IS THIS ROLE IMPORTANT?

- Educate Girls is spread across three states, over 25 districts, and over 22,000 villages. We have over 2,000 full-time staff and over 15,000 community volunteers.
- Educate Girls has been one of the earliest adopters of mobile and technology solutions for any civil society organization in India. All our field teams (over 2,000 FTEs) have Android OS powered mobile phones with our proprietary app pre-loaded on it – which not only captures geo-tagged program villages' locations but also helps capture village and school specific data.
- As a part of our service delivery, we gather a lot of data from our program villages and schools. To put things into a context, as a part of our door-to-door surveys – to identify each and every out of school girls, we have captured the data of over 6 million (60 lacs) households. A centralized Performance Management Systems (PMS) helps analyze the data for course correction and resource allocation decisions.
- Educate Girls is in the midst of a major IT modernization and institutionalizing a custom-built ERP system, an ambitious project which aims to leverage technology to enhance our program model that would not only help to mobilize the community quickly but also ensure efficient enrolment, retention & learning.
- The project which aspires to make the day-to-day life of a Field Coordinator (our village-based resource) a lot easier and also aims to provide all the relevant village and key stakeholder specific information available at the Field Coordinators' fingertips.
- As we prepare to double down on our goal of enrolling 15.66 lac out of school girls by 2025, we are actively seeking a Chief Information Officer to future proof our IT systems and to leverage the big data that the organization has come to accumulate over time for the program expansion, new social projects, help in government engagement, etc.

THE CIO'S ROLE

The CIO will be responsible to create the strategic vision of the organization's technology goals and outcomes. S/he will be responsible for overseeing and managing the entire Information Technology Department and ensuring that the organization's technology is meeting its goals and objectives efficiently and reliably.

S/he will work closely with and co-create with the senior leadership, users, and the technology team to help determine the best way possible to meet the technology needs of the company and would serve as a liaison between all programs related initiatives and the COO/Founder & Executive Director. S/he will demonstrate ways in which data and technology could potentially amplify the organization's purpose and impact.

S/he will be a part of the leadership team and will lend strategic vision and thinking to reduce complexity of operational delivery and reduce costs over time with the efficient use of data and technology.

KEY JOB RESPONSIBILITIES

- **Leveraging technology to enhance Educate Girls Program Model**
    - o Setting the objectives and strategies for organization wide technology and data functions including data security strategy.
    - o Institutionalizing the ERP system and ensuring uptake of it – especially in the field.
    - o Implementing suitable technology to streamline all internal operations and help optimize their strategic benefits.
    - o Designing and customizing technological systems and platforms to improve field and service delivery experience.
    - o Identifying new Information Systems developments and technologies; anticipating the resultant organizational modifications.

- **Ensuring effective IT Management within the organization**
    - o Provide strategic oversight and guidance to all activities of the IT department, from application to hosting to security.
    - o Plan the implementation of new systems and provide guidance to IT team members (25 across HQ and field offices) and other staff within the organization.
    - o Approve purchases of technological equipment, hardware, and software and establish partnerships with IT providers.
    - o Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance.
    - o Ensuring that IT and network infrastructure adequately support the organization's computing, data processing, and communications needs.

- o Strategic insight and direction to organization propriety tools viz. website, micro site development and its up gradation
- o Innovation: Driving enterprise digital transformation innovation, and cost reduction.
- o Analytics: Supporting analytics and reporting on products/services, stakeholders, operations, and target geographies for expansion.

- **Demonstrate impactful Leadership and Team Management**
  - o Continuous monitoring, evolution, changes or advancements in technology to discover ways the company can gain competitive advantage.
  - o Analyzing the costs, value and risks of information technology to advise management and suggest actions to mitigate risk.
  - o Collaborating with members of the executive team to identify ways IT can assist the organization in achieving business and financial goals.
  - o Communicating the goals, projects, and timelines of the organization to the department; plans ways to execute those goals within the department.
  - o Assisting as top-level contact for end users in determining Information Systems requirements and/or solutions majorly with monitoring, learning & evaluation team
  - o Reporting to the CEO and the EG board on IT statistics and other external stakeholders as need be.

- **Ensure Information & Data Security**
  - o Understanding the strategy and direction of the organization and underpinning that with data.
  - o Governance: Advising on, monitoring, and governing enterprise data.
  - o Operations: Enabling data usability, availability, and efficiency.
  - o Institutionalize information security roadmap to align and scale with organization growth
  - o Proactively lead the data security areas, potential threats, continuously upscale processes and systems to watch for and protect
  - o Ensure resolution of all reported issues on quick and efficient turnaround time.

EXPERIENCE AND COMPETENCIES

- Minimum 15 years' experience in the technology field with a demonstrable track record in implementing ERP system and technological projects.
- Should come with a strategic mindset along with the ability to be hands on wherever required.
- In-depth knowledge in
  - o Workflow based application platform development.
  - o Leading ERP package full-life-cycle implementation.
  - o Integration of different platforms (Application, ERP and Packaged platform).

- o IT Infrastructure (Network, Server platform and Security) set-up and resilience planning.
- o Solution architecture design and on database.
- o Hands-on knowledge and experience in using technology for better data visualization, analysis and reporting along with the ability to make smart data driven decisions. Also, the ability to identify and implement the most appropriate technology to support the capture of high-quality, high-volume, real-time data.

- Should possess extensive experience in evaluation of various Tools/ platforms and new technologies and leverage these to build scalable, mission critical tech platforms.
- Should have prior experience across vendor management, proposal review and negotiation.
- In-depth knowledge of data security protocols along with hands on experience of their implementation"

PREFERRED SKILL SET:

- The candidate should have a forward-thinking mindset to transform the organization through the ever-changing landscape of digital advancement.
- Solid working knowledge of current security protocols and threats.
- Ability to foresee possible issues and troubleshoot them proactively.
- Knowledge of website development and enhancement and use of appropriate technologies for enhanced outreach and visibility creation.
- Experience in managing vendor relationships technically and strategically
- Excellent project management, communication, and interpersonal skills.
- Ability to work with people from varied backgrounds and levels.

KEY COMPETENCIES AND VALUES:

COMPETENCIES:

- **Strategic Thinking:** Think big yet act focused.
- **Taking Ownership:** Feel responsible & accountable.
- **Analytical Thinking:** Stay true to your data.
- **Ensuring Alignment:** Think differently but work together.

VALUES:

- **Gender Equality:** Being able to treat people equally irrespective of gender.
- **Integrity:** Possess the ability to "know and do" what is right
- **Excellence:** Being outstanding or extremely good, striving to lead by performance excellence
- **Collaboration:** Working effectively and inclusively with a range of people both within and outside of the organization.

- **Empathy:** Being able to understand and share the feelings of another and use that understanding to guide our actions

Educate Girls is committed to supporting the principle of equal opportunities, and opposes all forms of unlawful or unfair discrimination on the grounds of color, race, nationality, ethnic origin, sex, pregnancy, marital status, disability, religion, belief, age, sexual orientation, and gender. It is also committed to achieving a 50-50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.