



Manager Operations

Job Description

1. Manage and Supervise Field Operations:

- Supervise and support field staff in the execution of digital Micro-schools and In-schools.
- Build rapport with the team of facilitators and provide necessary support.

2. Coordinate Technical and Field Teams:

- Establish close coordination between technical and field teams for effective implementation.
- Support the field team by making frequent visits, providing feedback, and resolving challenges.

3. Attend Meetings and Review Progress:

- Participate in weekly dashboard calls and community meetings.
- Share monthly progress reports and review in-app analytics data.

4. Identify and Scale-Up Micro-Schools:

- Identify potential communities for micro-school scale-up.
- Ensure smooth functioning of hardware/software through the field team.

5. Collaborate with Cross-Functional Teams:

- Coordinate with research, procurement, and finance teams for project progress.
- Provide feedback and solutions to project officers.

6. Develop Key Performance Indicators (KPIs) and Metrics:

- Develop major KPIs/metrics aligned with project goals.

7. Implement Robust Data Collection and Integration Process:

- Implement a robust data collection and integration process.
- Set up a Student Management System and integrate student data.

8. Create Dashboard Visualizations:

- Develop dashboard visualizations for operational monitoring.

9. Implement Performance Management Tools:

- Implement performance management tools and best practices.
- Develop benchmarks for operational execution and efficiency.

10. Conduct Operational Efficiency Reviews:

- Conduct field visits to identify areas for operational improvement.
- Collaborate with the Analytics team to optimize operational efficiency.