



Chief of Operations | Delhi

About us:

[Saajha](#), a non-profit organization, is missioned to enable parents of children studying in government schools to be partners in their child's education. We are building an ecosystem for parents to feel connected and supported in their efforts to impact the lives of children and drive transformative change. Saajha, since its inception in 2014, has worked across 2,000+ schools in Delhi, Maharashtra, Jharkhand, and Karnataka. Listening to parents has been at the core of our work. Saajha's work has been recognised by Echoing Green Fellowship, Forbes India award, NASSCOM award for technology, and Action for India Tech Challenge.

After the outbreak of COVID, parents now have to play an even more challenging role to support a child's learning. In such a scenario, it's even more important to support parents and build their capacities to support their child's learning. As we've seen in the past 5 years in Delhi, parents, when supported well, can play a pivotal role in the child's overall development and learning at home. We are building a single point platform for parents to access support and network they need to impact the lives of their children. Currently the platform consists of a robust backend with whatsapp chatbot and a helpline as channels for interaction with parents. We have worked directly with 30,000 parents across Delhi and envision creating a network of 200,000 parents in the next two years.

About the role:

As the organizations continue to impact the lives of families and children, we are looking for a senior leader to head our operations in Delhi. . The role will entail closely working with the members of project teams to ensure we move towards our target of impacting foundational literacy and Numeracy of 10,000 children in the next 2 years. The role will also allow the candidate to work with heads of other functions such as Monitoring & Evaluation and Technology, to drive programs to support parents effectively.

The Chief of Operations is a senior leadership role that will lead the operations of our current programs along with the growth of the organization and its programs. The programs focus on supporting parents to ensure development of their children. The support is in the form of information and psychosocial assistance provided over whatsapp bot and the helpline. You can check our whatsapp bot [here](#).

Please submit your resume and cover letter [here](#).

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Key responsibilities:

Leadership & Strategy

1. Builds and implements the operational roadmap in alignment with our 2-year strategic plan
2. Drives strategic operational initiatives, including coordination and collaboration with internal and external stakeholders, to ensure timely and accurate completion and delivery of outcomes
3. Provides 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

1. Develops annual operational plan, engaging key internal and external stakeholders. Oversees the strategic alignment and direction of various projects and programs
2. Works closely with the program and fundraising teams of the organisation to ensure the conduction of impact visits of partners, stakeholders, the organisation team members and funders as per need
3. Ensures accountability of delivery on achievement of pre-defined outcomes. Participate in respective donor meetings and supports donor reporting and engagement

Human Capital Management

1. Leads, recruits, capacitates, and coaches members of the operations team
2. Co-creates and maintains strong systems and processes for the creation of weekly, quarterly, and annual goals, strategies, and plans. Holds members of the operations team accountable for the strategies and goals co-created
3. Ensures effective manpower planning for operations management and program delivery

Expected Credentials:

1. Bachelors/Masters in education, Social Sciences, management or equivalent
2. At least 8-12+ years of experience in leadership positions and operations-based roles.
3. Fluent in both Hindi & English (Written and spoken)
4. Familiar with Technology based solutions, Program Management and willingness to learn.

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You would enjoy the role if you

1. Have an operating style suited to working in a mid-sized organisation setting, where teamwork and resourcefulness are highly valued.
2. Have Excellent leadership skills, including ability to manage multiple projects at a time
3. Are results-focused with a strong sense of ownership and ethics.
4. Enjoy flexibility in the role, are highly organised and able to prioritise work to meet deadlines
5. Are self-motivated and a good team player
6. Have Openness to listen, learn and contribute beyond the confines of this role
7. Is strongly determined to learn and utilise learning to catalyse the lives of others.
8. Value consistency, and attention to detail and are uncompromising on quality.
9. Is resilient and willing to take on a long, difficult but extremely rewarding journey.

Please submit your resume and a cover letter [here](#), if you are interested

Compensation:

The annual compensation will be in the range of Rs. 18 lacs - 24 lacs per year (*negotiable for right talent*).

Mode: Hybrid, Base location - Delhi

At the organization, we support and foster an environment where questions are always encouraged and collaboration is recognized. We are a partner for you if you want to help build something that will impact millions of families.

At Saajha, you will work with a diverse team which is composed of family members from the communities we work with, freshers beginning their career in the social sector, experienced professionals who have switched careers, and leaders in the sector. Our team comprises alumni from leading universities including IIMs, BITS, NSIT, NITs, Delhi University, Ashoka University and others.

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