

Manager - WhatsApp Chatbot | Delhi

About Organisation:

Saajha, a non-profit organisation, 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 2000+ 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.

We've seen in the last 5 years in Delhi parents, when supported well, can play a pivotal role in the child's overall development and learning at home. One of Saajha's programs currently focuses on directly working with 10,000 parents across Delhi and envisions supporting 25,000 parents next year onwards. With the reopening of schools, we are shifting gears to support parents through schools and communities, next year onwards and to collaborate with the government and other partner organizations.

About the role:

We are looking for a highly motivated team player to support the program in Delhi by supporting parents through WA Chatbot developed in-house. Over the past two years, we've supported over 22,000 parents through the Chatbot.

The role will entail closely working with the members of project teams, understanding how beneficiaries (parents) interact with Chatbot and creating strategies and plans for how they can be supported through the Chatbot. The role will also allow the candidate to work with Leads of other verticals such as M&E and Technology and involve interacting and forging collaboration with other nonprofits to drive the program effectively.

The role will involve building an overarching understanding of how the end beneficiaries use technology, WA Bot in specific, and what strategies can be created to better engage them through WA chatbot.

Job Responsibilities:

- Support operations in Delhi by supporting parents through WA Chatbot
- Understanding use cases for WA Bot and how parents interact with technology
- Work with vertical leads across Technology, M&E and other verticals to develop support strategies, monitor activities and evaluate impact through
- Curate information, knowledge and content and disseminate through WA Bot to support parents by partnering with other organizations or developing content in-house

submit your CV and cover letter [here](#)

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- Creating strategies to improve user engagement, designing pilots and interventions through WA Bot to experiment with different features
- Documenting end to end processes

Job Requirement:

- 2-3 years of experience with some exposure to leading teams and edtech projects
- Ability to collaborate with diverse stakeholders ranging from internal teams to partner organisations
- Ability analyse data and make data-based decisions
- Openness to experiment and innovate with technology
- Resilience in the face of set-backs/bottlenecks
- Good knowledge of Excel, Powerpoint and other fundamental tech tools
- Ability to document the processes

Why should you apply:

- The role will give you an opportunity to lead a project team that works to directly support parents through chatbots. This will give you space to hone your leadership skills.
- The role will also give a candidate the opportunity to work with other verticals such as M&E , Content and Technology to build plans for rolling out interventions to connect parents at scale
- This will also be a good opportunity to understand how tech-enabled interventions can be developed to create impact.
- If developing strategy on tech tools excite you, this role will give you ample opportunities to work with and support project teams.
- This will also be an opportunity to work closely with the leadership team at Saajha

Selection Process:

- Submit your resume, cover letter and 2 references [here](#)
- Telephonic Interview
- Assignment
- Personal Interview

Remuneration:

- The salary will be in the range of Rs.60000-70000 per month (negotiable for the right talent)