



eVidyaloka

To Educate - Anywhere Anytime

Job Title	Asst Manager - Operations
Reporting into:	
Direct line	COO – Class Delivery
Dotted line	None
Job Purpose	<p>eVidyaloka classes happen through the day, every day across 45 locations (2015-16) (100 locations by the 2017-18) remotely, delivered by Teachers spread across the globe. And each location is managed by a Class Administrator (Remotely) and a Class Assistant (Village), in making sure smooth happening of daily class operations, as per schedule.</p> <p>The primary purpose of this role is to work with the volunteers and administrators of a particular state (10+ centers) and with other support teams at eVidyaloka on a day to day basis, in ensuring that the classes happen as per plan. Capture, track and help resolve issues, challenges faced by these Administrators, who are working on volunteering capacity. The role also includes working through the other support activities that would enable the overall stability of the Class Operations. This include IT management and reporting, Teachers allocation and management at the higher level</p>
Principal Accountabilities	<ul style="list-style-type: none"> ▪ Ensuring readiness and ongoing maintenance of the Digital classroom ▪ Develop Class plans in coordination with Class Administrators, Teacher pool coordinator and local Partner. Class plan includes Schedules, Content Plan, Teacher allocation, Children enrollment, Administering assessments, ensure content readiness etc. ▪ Monitor the Plan for its execution on a Daily and Weekly basis, using the support of the IT system – Jupiter ▪ Collate, review and ensure the ongoing Feedback from all the stakeholders are processed, including the action items, assigned to self ▪ Conduct review meetings, as per Operations Governance Plan (Review with Admins, Teachers, Centers and the Management) ▪ Generate operations report, share and review with concerned stakeholders ▪ Collaborate with the Content team, Teacher sourcing team and be the single point of contact for the overall Class Operations for the particular state
Skills Required	<ul style="list-style-type: none"> • Analytical and Problem solving ability, with die hard attitude • Familiar with standard project management practices • Well organized, with high standards of work ethics • MS Office, Skype/Hangout, Email and other standard Internet resources • Decisive and able to take independent decisions that enables people.



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<p>Personal Characteristics</p>	<ul style="list-style-type: none"> ▪ Collaboration & Communication - Able to work across multiple Administrators, Local Partners and Teachers, who are located remotely, through Emails, Skype/Hangout and Phone ▪ Adaptability - Able to adapt to culture of multiple villages, wide range of challenges and to evolving processes. ▪ Interpersonal ability – Able to navigate through Class Admin with different work styles, Local partners/assistants with varying levels of involvement, maturity and caliber. ▪ Passion and Commitment to the Cause. Driven by strong belief about Education and the care for Children ▪ Technology – Familiarity with the usage of Emails, MS Office , Skype, Internet usage – Search, Youtube etc
<p>Qualifications & Experience</p>	<ul style="list-style-type: none"> ▪ Education: Graduate in any discipline ▪ Experience: in the Administration/Operations field – preferably in Educational domain (School, College, Training institute etc) – for minimum period of 3-5 year/ exp in social sector associated with education with be good. ▪ Location: Bangalore ▪ Job Type: Full time ▪ Ability to read, write, speak in Telugu is essential for the role. Any other regional language competency would be an added advantage.