# Job Description: Program Manager (Madhya Pradesh)

**Muskaan Dreams** is a social impact nonprofit, committed to making every student's future-ready with the rapidly evolving needs in the job market, we aim to bridge the digital divide in the Government education system at scale. We are running a couple of initiatives in Madhya Pradesh, Digital classroom & Digital Shiksha program with the district & state government.

We started our journey with one school in 2017 and failed many times with experiments but finally, we came up with an edtech model for teachers to teach students in an interactive manner. So far, we have covered 100 schools in the last three years but going further our plan is to scale our impact with multiple districts & states to achieve scale. We are looking for someone who has a good understanding of education, technology, working with the government, scale and can take ownership of a program to run statewide. Do you still think you are the right person for this role? Feel free to apply.

*Our dream is to empower a million teachers by 2025 in order to make 40M students future-ready!*

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| **Job Title** | : | Program Manager |
| **Position** | : | Full-time |
| **Experience** | **:** | 5+ Years |
| **Location** | **:** | Bhopal (M.P), with significant flexibility of travelling |

**Job Summary:** The Program Manager position in the leadership role offers young, motivated, energetic people the opportunity to be an integral part of Muskaan Dreams' work. This person supports the link between the State/Districts and program implementation teams.

- Strategize, plan and build execution models for effective project delivery concerning partner &, project needs and impact index.
- Manage and execute operational strategies for various state teams across India for the successful delivery of the project/s
- Drive and lead implementation plans to meet the targets, aligned to the project/s and partner/s organizations
- Build internal capacities among field teams and monitor project delivery
- Work with government stakeholders, MD leadership and Board to create the strategic design of the transformation as per the indicators
- Build relationships within all levels of government around a common vision and set of objectives.
- Define success metrics and growth aspiration for the project and communicate effectively with all stakeholders and team.
- Program tracking and reporting: Planning will need to be followed up with regular tracking of progress against the plan. This will include a special focus on programmatic data and analysis.

This document describes job content at the time of designing the job description and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be incorporated in the job description on annual basis

1

**Key Responsibilities:** Complete Ownership of Program and Impact

1. **Ensuring Quality of Programs/Projects**

   - Provide strategic and clear direction/guidance in planning and budgeting of programs under the guidelines, framework, policies and strategic plan in the field.
   - Provide strategic guidance to effective and result oriented programs in collaboration with the government for immediate and long-lasting changes in the lives of children and Teachers.

2. **Project Implementation**

   - Develop Monthly, Quarterly and Annual work plan and ensure the implementation as per the PMS plan
   - Ensure adequate managerial and technical support to the team.
   - Oversee the data collection related to programmatic intervention areas as set by the team
   - Design and develop training manuals and facilitate in building capacity of the beneficiaries.

3. **Project Review & Monitoring**

   - Conduct regular field visits with appropriate tools and checklists, including discussions with beneficiaries on program effectiveness, and feedback on improvements
   - Conduct regular (monthly) analysis of program implementation, and monitor to identify strengths and weaknesses of the project and share the team for appropriate action.
   - Conduct the Projects review of progress made by the team on a monthly /quarterly basis and identifies the areas where they need to improve in terms of capacity building and help them to make necessary changes in their original plans if required
   - Ensure that high-quality reports are submitted on time to the partners and government.
   - Comply with all relevant policies and procedures concerning child protection, health and safety, equal opportunities and other relevant policies for our stakeholders and team.

4. **Capacity Development of Team**

   - Hiring, lead, manage the team and make sure they have clear objectives, results and work plans and receive meaningful feedback on their performance regularly regarding projects
   - Lead on capacity building of team through coaching, mentoring and training
   - Design and develop training manuals and facilitate in building capacity of the team, and stakeholders to ensure effective implementation of different activities by them on the ground, (workshops, meetings and seminars).

5. **Coordination, Collaboration and Networking**

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2

- Coordinate and communicate with the State/district/block level govt. officers of the education dept. regularly and establish a close working relationship
- Coordinate and communicate with the School staffs (Principal, Teachers) regularly and establish a close working relationship with them
- In coordination with Leaders and Project teams - represent Muskaan Dreams at State and district levels, when and if required.

## Skills and Behaviour

### 1. Accountability:

- Holds self-accountable for making decisions, managing resources efficiently, achieving and practising our values
- Holds the projects team accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved

### 2. Ambition:

- Sets ambitious and challenging goals for themselves and their team takes responsibility for their personal development and encourages others to do the same
- Widely shares their vision for Muskaan Dreams, engages and motivates others
- Future orientated things strategically.

### 3. Collaboration:

- Builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- Approachable, good listener, easy to talk to, Open for ideas.
- Honest, encourages openness and transparency.

### 4. Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks.
- Presentation & report writing skill

### 5. Technology:

- Web and Application based digital training skill
- Support Partnership Team Management.
- Digital training (Create/review/Approve the training)
- Training management & Designing skill
- Training Facilitation Skills
- Expert in MS Office
- Data analysis
- Data interpretation

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3

## Education Qualification:

1. Post-graduate with 5+ years of experience would be preferred.
2. Excellent communication and documentation skills in English & Hindi.
3. Readiness to travel extensively, mostly to remote, rural locations
4. Effective leadership skills and a problem-solving ability
5. Passion to lead change at scale
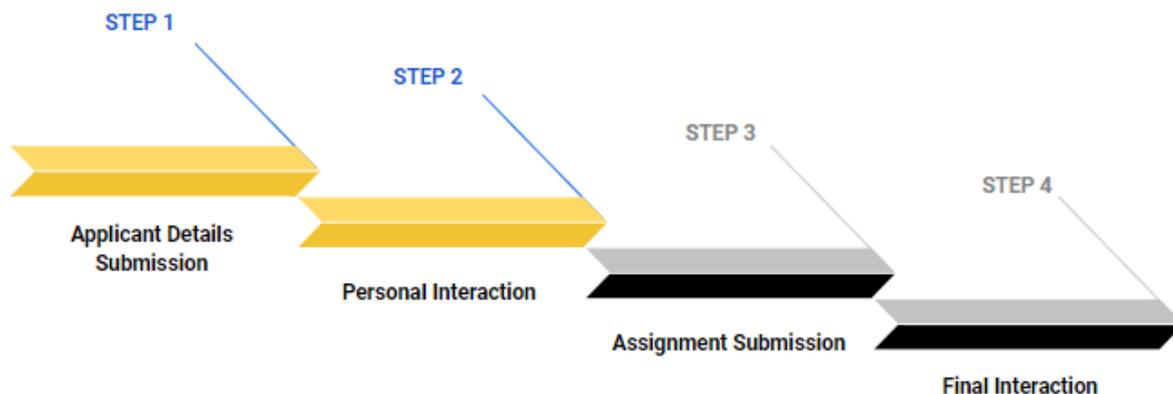
## Key Expectations:

- Outcome driven work
- Regular meetings with stakeholders & project team to ensure smooth work at all levels.
- Complete ownership of work
- Impact, speed & scale at the centre of work

**Travel Requirement:** Willingness to travel up to 40% to 50% of the time at the State/District/Schools in programme geographies as required

**Salary:** Remuneration will be competitive with Indian philanthropy pay scales and will depend upon the candidate's experience levels (6.5 LPA to 9 LPA)

**How to Apply:** If you would like to apply for this role, send your cv to hrm@muskaandreams.org

**Process:**



A typical recruitment process for these roles takes about 30-45 days, we'll keep you updated about the progress through email.

**For queries:** +91 9754175881 (use WhatsApp) or hrm@muskaandreams.org

"**Only Apply** if you love meeting people and love teamwork, you want to be part of an exciting roller coaster ride, you are crazy enough to still apply."