



Program Manager

About Life-Lab

Learning Is Fun & Experiential (LIFE) Lab envisions a world in which every child enjoys learning and lives with a scientific attitude. We seek to make learning engaging and relevant for students as well as to empower educators to create self-sustainable experiential learning environments. Thus, at Life-Lab, we innovate simple products that spark creativity and problem-solving skills in children and devise effective pedagogical processes that enable teachers to enhance their own knowledge, skills, and mind-sets to facilitate holistic learning. To learn more about the organization, please visit:

www.life-lab.org

Position Summary

Program Manager manages the entire training team to ensure smooth operation of the team. He/she would liaison with internal and external stakeholders to understand the requirements and ensure the delivery of the same without any glitches. He/she would also be responsible to develop the capabilities of the team and continually improve the operations team to perform at its best.

Key Responsibility Area

- Training & Product Delivery
- Client Reporting
- Planning & Budgeting
- Team Management
- Data Collection & Analysis
- Innovate, Design & Improve Operations Process

Roles & Responsibilities

- **Training & Product Delivery**
 - Coordinate with the marketing team to understand client requirements and school information
 - Coordinate with the school and collect the school & delivery information such as number of teachers, students, kits required, delivery dates etc.
 - Coordinate with the production team and the school to ensure the right quantity and quality of the product is delivered to schools at the designated schedule
 - Conduct teachers training program
 - Build the rapport with the school principal and teachers
 - Ensure the trainings are conducted as per the specific standards as suggested by Development Team
- **Client Reporting**
 - Liaison with the marketing team to understand the client requirements and to update the program progress
 - Provide operational data reports to the marketing team
- **Planning & Budgeting**
 - Develop budget for programs
 - Monthly financial monitoring & reporting of the Projects
 - Develop annual training delivery plans
 - Develop resource requirement plans

For more info, log on to www.life-lab.org

Program Manager

- **Team Management**
 - Recruitment & selection of the Training Operations team
 - Develop JDs and other accompanying performance monitoring documents for the training operations team
 - Liaison with internal teams to establish progressive relationship with internal stakeholders such as Product Development Team, Operations Team & Marketing Team
 - Lead and Manage team for optimum performance and within the confinement of Organization Values
 - Keep team motivated and oriented towards Organization Goals
 - Conduct timely appraisals
 - Empower Team through training, timely coaching & feedback
- **Data Collection & Analysis**
 - Ensure data is tracked and collected at every check point
 - Perform data analysis to understand and ensure optimum performance levels are achieved
 - Ensure client deliverables/requirements are monitored and delivered
- **Innovate, Design & Improve Operations Process**
 - Update yourself with contemporary best practices in the industry to apply the same to improve operational processes and enhance performance levels
 - Provide inputs and feedbacks to respective teams to enhance quality of product, training program and content

Knowledge Area

- Project Management
- Training
- Statistics and Data Analysis
- Financial Planning & Analysis

Skills

- Stakeholder (Internal & External) Management
- Interpersonal Skills
- Leadership
- Presentation & Communication Skills – Written & Verbal
- Negotiation Skills
- Conflict Management
- Planning
- Motivating Others/Coaching



Program Manager

Competencies

- Objectivity (in decision making, in assessment, during conflicts, etc.)
- Ownership
- Adherence
- Coordination
- Financial Discipline
- Influence
- Result Oriented/ Performance Centric
- Customer Focus
- Inspiring
- Eye for detail

Candidate Profile

We are looking for an individual with a go-getter attitude and a go-to personality. Someone who can drive the projects and keep the momentum on and at the same time is extremely understanding and approachable to both internal and external stakeholders.

Qualification & Experience

- Minimum qualification: Bachelor's Degree in any field (Preferably in Social Work)
- Excellent verbal and written communication skills
- Good people management, time management and organisation skills
- Proficient in Microsoft Office tools and Google Drive

Location

Pune

Compensation

As per industry standards and experience of the candidate

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Candidates with relevant experience and interests are welcome to apply

To apply, please email your CV to info@life-lab.org

For more info, log on to www.life-lab.org