

Job Description: Manager- Operations

Qualification Criteria:

- **Education:** Master's degree with B.E./B.Tech from a recognized institution.
- **Experience:** 8 to 15 years' relevant experience, including work with Government of India organizations or initiatives.
- **Expertise:** Project Management, program coordination, stakeholder engagement and familiarity with GoI Schemes/ Policies.

Key Responsibilities:

1. Liaison and Coordination

- **Serve as Coordination Point:** Act as the key interface between NLDSL and stakeholders to ensure smooth communication and collaboration during project implementation.
- **Facilitate Communication:** Regularly interact with stakeholders to support requirement gathering, reporting, and follow-up actions.
- **Feedback & Issue Resolution:** Collect user/ stakeholder feedback on the dashboard and ensure issues/concerns are promptly flagged to the project team and resolved in coordination with technical experts.
- **Support Stakeholder Management:** Assist in aligning expectations of PMU and industry stakeholders regarding project timelines, milestones, and deliverables.
- **Participation in Meetings:** Support organization and documentation of meetings with stakeholders to capture requirements and progress updates.

2. Functional Requirement Support

- **Techno-Functional Inputs:** Provide practical inputs from an implementation and user perspective to ensure requirements are complete, realistic, and aligned with organizational needs.

3. Implementation & Monitoring Support

- **Project Oversight at Client Site:** Track day-to-day implementation progress of the dashboard, ensuring adherence to agreed timelines and deliverables.
- **Issue Tracking & Escalation:** Maintain an issue log, coordinate with the technical team for resolution, and escalate unresolved matters to higher officials as required.
- **API/ Data Integration Follow-up:** Coordinate with data-providing agencies to facilitate smooth API/ data integration and validation.

4. Data & Analytics Support

- **Assist in Data Validation:** Support the team in checking data received from stakeholders for accuracy, completeness, and usability.
- **Monitoring Analytical Outputs:** Review dashboard outputs for relevance and consistency with sector requirements and flag discrepancies to the project team.

5. Training & Capacity Building

- **Support Training Delivery:** Coordinate and assist in conducting training sessions/ workshops for PMU officials and other stakeholders.
- **Develop User Aids:** Assist in preparation of simple user guides, manuals, and FAQs tailored to different categories of users.
- **Post-Implementation Support:** Provide first-level user support post-launch, including troubleshooting queries and coordinating solutions with the project team.

Note: Additional project-related responsibilities may also be assigned from time to time, depending on emerging requirements and priorities.