

OPERATIONS MANAGER

Department: Operations

Reporting To: AVP – Strategic Programs

Employment Type: Fixed-Term Contract (FTC)

Location: Delhi NCR

About the Role

The Operations Manager will lead the day-to-day delivery of assigned programmes across multiple geographies. The role will ensure effective execution, partner coordination, team management, learner outcomes, stakeholder engagement, and compliance.

Key Responsibilities

1. Operational Delivery

- Lead end-to-end programme operations across multiple locations.
- Drive enrolment, training, placement and retention outcomes.
- Monitor execution, timelines and project milestones.

2. Partner & Stakeholder Management

- Coordinate with Training Partners and delivery institutions.
- Monitor partner performance and resolve operational challenges.
- Lead stakeholder reviews, governance meetings and programme updates.

3. Team Management

- Guide and mentor project team members.
- Ensure adherence to organisational processes and delivery standards.
- Drive accountability and performance across the team.

4. Learner Lifecycle

- Support mobilisation, onboarding, training, placement and retention.
- Ensure quality and timely execution across the learner journey.

5. MIS & Compliance

- Ensure accurate MIS, learner tracking and documentation.

- Prepare programme reports and maintain audit-ready records.
- Ensure compliance with programme and statutory requirements.

6. Cross-Functional Coordination

- Work closely with **Business Development, Curriculum, Data and HR teams** to ensure smooth programme delivery.

Eligibility

- **8+ years** of experience in operations, skilling, NGO, education or project implementation.
- Graduate in any discipline; **MBA/MSW/PGDM preferred**.
- Experience in **multi-state/multi-location programme implementation**.

Desired Skills

- Strong programme operations and people management skills.
- Stakeholder management and problem-solving abilities.
- Strong Excel, MIS and reporting skills.
- Experience with **Salesforce or similar platforms** preferred.
- Excellent English communication; **Hindi is essential**.
- Strong ownership, accountability and result orientation.
- Willingness to travel frequently.

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Please share your resume at: contact@pmspl.net.in