

## IDinsight Careers

### India Operations Manager

**Location: Delhi (new offices possible as they open). Occasional travel required.**

#### About IDinsight

IDinsight is an international development consulting organization that helps policymakers and managers make socially impactful decisions using rigorous evidence. We carefully tailor a wide range of analytical and quantitative tools to enable our clients to design better policies, rigorously test those ideas, and take informed action at scale to improve lives. Our services include experimental evaluation methodologies – including, but not limited to, randomized controlled trials – tailored to the priorities of international development decision-makers; monitoring and performance management systems to facilitate continuous data-driven improvement; policy design consulting and scale-up support. Our advisory teams are closely integrated into client organizations, and we strive to provide comprehensive support for clients who want to maximize their social impact through evidence-based policymaking. **IDinsight’s vision is to improve millions of lives by transforming how the social sector innovates, learns and improves.**

#### India Operations Manager Job Description

IDinsight is currently undergoing significant growth. Our India offices are doubling in size from around 30 to 60 staff over the next six months. The India Operations Manager will lead all aspects of our operations as we grow and ensure that the India office is run like a world-class organization. In particular, the India Operations Manager will be responsible for ensuring that our India offices attract and retain top talent, are stimulating and efficient places to work, and have lean and appropriate systems in place to allow IDinsight to achieve social impact. The India Operations Manager will report directly to the India Regional Director. He/she will manage a team of two full time staff as well as Associates who dedicate a portion of their time to operations. The India Operations Manager will also coordinate with IDinsight’s Global Operations team.

Specific responsibilities will include (but not be limited to):

- **Develop and implement India-wide systems and policies** — As we grow, we want to stay lean and nimble while also ensuring that information is shared across the offices and staff have the tools they need to do their jobs. The India Operations Manager will implement IDinsight’s systems and policies, coordinate the roll-out of new initiatives, gather feedback from staff on where our systems and policies can improve, and adapt them or design new ones.
- **Coordinate recruitment and on-boarding for India region** — The India Operations Manager will coordinate and speak at India-specific recruiting events, oversee initial candidate screening, work with India leadership to set hiring goals, and conceive and write JDs for new roles. Some elements of our recruiting process, such as interviewing, are managed centrally and this person will coordinate with the global team on these tasks. The India Operations Manager will also lead on-boarding for new employees.
- **Problem solve as issues come up** — As IDinsight is growing rapidly, various issues that cannot be predicted may come up. The India Operations Manager will be the go-to person for the region for problem solving. He/she is expected to understand the issue holistically, exercise judgment and tact, and develop and execute a clear action-plan. When required, he/she will escalate issues to the India Regional Director for consultation, and provide recommendations on a course of action.
- **Ensure IDinsight’s India offices are great places to work** — IDinsight prides itself on being a great place to work (check out our reviews on [Glassdoor](#)) and as we grow, we want to keep the values and

culture that have allowed us to provide this positive, efficient work environment. The India Operations Manager will directly check-in with staff, coordinate team-building and professional development events, design and coordinate changes to the physical office environments, and take other steps to make IDinsight's India offices fantastic places to work.

## **Qualifications**

The ideal candidate will have...

- Proven ability to lead and motivate other staff in a dynamic, multicultural environment
- Passion for improving lives through evidence-informed policy
- Strong communication skills (ability to be clear yet tactful)
- Ability to navigate people and policy decisions with nuance and discretion
- Strong sense of ownership and ability to independently conceptualize and lead initiatives
- Experience in a well-functioning global organization
- Familiarity with latest research on how to develop a highly functioning organization a plus
- Ability to conceive and execute strategic initiatives, but also high attention to detail and willingness to get his/her hands dirty on the nuts and bolts of running an organization
- Fluency in English. Fluency in Hindi and other Indian languages a plus
- Familiarity with MS Office, Google Docs, and other systems

## **Compensation**

Dependent on experience

## **Start Dates**

As soon as possible but flexible for the best candidate.

## **To Apply**

Please apply via the [online application form](#) (CV will be required). First applications will be reviewed on May 1<sup>st</sup>, 2017. Please direct any questions to [careers@IDinsight.org](mailto:careers@IDinsight.org).

Only short-listed candidates will be contacted. IDinsight is an equal opportunity employer.