



Job Description

Manager/Lead - Program Management

Summary

We are India's first teacher centred marketplace. We connect and support teachers while they use solutions in the classroom to successfully lead themselves and their classrooms in the 21st century.

We're looking to hire passionate, committed and purpose driven individuals who believe teachers build *real* value in an economy. Do you think you can build value at Teach A Class toward fulfilling our vision to empower teachers?

If your answer is yes, we invite you to apply for the Program Manager/Lead position at Teach A Class. The Program Manager/Lead is at the heart of what we do. It is the first point of contact and the face of Teach A Class for teachers. The Program Manager/Lead will be an excellent communicator and relationship builder focused on coaching teachers to leverage solutions for their development effectively. This role lies at the intersection of empathising with challenges faced by teachers, having a strong understanding of the solutions offered, supporting teachers effectively to become proficient with the solution, and leveraging innovations to better student outcomes.

About Us

Imagine a world where teachers are sparked and empowered to generate solutions around challenges they face. At Teach A Class we're building a marketplace that connects, supports and catalyzes motivated teachers to effective solutions. We hope to build a community of teacher contributors who create and curate solutions that are accessible to all teachers. We're passionately committed to helping teachers re-imagine quality education delivery for the 21st century. [Read more about our vision, mission approach and commitments here.](#)

Key Responsibilities

- ❖ Team Management
 - Lead professional development and goal achievement for a team of program managers across locations
 - Support and develop a model for the team to manage and coach teachers on professional development, reflections and learning on the ground.
 - Ensure team of program managers and teachers are showing progress towards mutually set goals.
 - Build a resource hub and documentation on program team and teacher portfolio to ensure smooth transitions.
- ❖ Project and Operations Management
 - Coordination of product and service delivery in a portfolio of schools or partner organizations.
 - Lead and maintain databases of teachers, schools, HeadMasters (HM) under Teach A Class and coordination of observation supportive debriefs with teachers and HM.
- ❖ Customer Empathy and Support
 - Build and implement engagement with teachers to ensure they feel supported with issues they face while using solutions in the classroom
 - Measure and build efficiency in engagement rate, NPS, and satisfaction score with teachers
 - Establish and lead structures for customer satisfaction through the Zendesk platform and ensuring FAQs and troubleshooting of the teachers are met.
- ❖ Communication and Relationship Building
 - Effectively build strong rapport with all stakeholders to enable Teach A Class to be viewed as a leader in the teacher support sector.
 - Measure metrics to determine the strength of relationships and how those affect awareness building and lead generation
- ❖ Contribution to Organizational Objectives
 - Contribution towards overall goals of the organization, demonstrating initiative, purpose, passion and empathy.

- Liaise effectively with other team leads to ensure communication and operations at Teach A Class are in sync
- Analyze data and learning on the ground and reflect and present insights on programmatic strategy and direction to the Leadership Team

Mindsets

- ❖ Ability to take risks and initiative
- ❖ Purpose driven and intrinsically motivated
- ❖ Learning and growth mindset
- ❖ Solution oriented

Competencies

- ❖ Strong analytical skills
- ❖ Ability to use technology and adapt to changing environments
- ❖ Proven relationship building and stakeholder management skills
- ❖ Exceptional interpersonal skills (written and verbal)
- ❖ English fluency required (written and verbal)
- ❖ Working knowledge of Hindi and local language strongly preferred
- ❖ Experience in working with schools with principals and teachers
- ❖ Willingness to travel to schools regularly
- ❖ A great deal of patience to deal with principal and teacher issues
- ❖ Strong attention to detail
- ❖ Good organization and planning skills.

Desired Qualifications

- ❖ At least 2-6 years of program management and delivery experience or other relevant experience
- ❖ A purpose driven approach towards why you'd like to work with teachers
- ❖ Excitement or curiosity towards how technology can be leveraged with teachers
- ❖ Prior experience working with schools - teachers and principals, customers or stakeholders
- ❖ Very strong English communication skills. Fluency in Hindi is preferred.
- ❖ Knowledge of any other local languages will be beneficial, however not essential.
- ❖ Competent use of Microsoft Office Suite and Google forms/drive



- ❖ Willingness and ability to learn and quickly adapt to new software for program management and data analysis.
- ❖ Prior knowledge of Salesforce, Zendesk, Taskray and Mixpanel would be a plus.

Job Perks

- ❖ Competitive salary package
- ❖ An environment where joy meets purpose - we're excited to come to work everyday!
- ❖ Exposure to coaches and mentors across the world
- ❖ Cake on your birthday (and for that matter, on everyone else's birthday)
- ❖ Travel to school and partner locations

Location

- ❖ Mumbai with travel across the sites we operate in.

Selection Process

Email your resume to info@teachaclass.org with “Application: Manager/Team lead - Program Management” in the subject line, along with a cover letter explaining why you want to work with us and how your unique skills would benefit our efforts. Candidates will go through two rounds of interviews and a performance task.

