

JOB DESCRIPTION

I. JOB DETAILS	
Position Title:	Program Manager, Customer Protection Center (CPC), Dvara Research Foundation (DRF)
Reports to:	Executive Director, and Deputy Executive Director
Company:	DRF, a part of Dvara Holdings (DH)
Location:	Chennai (preferred)/Bangalore/Mumbai
II. JOB CONTEXT & PURPOSE	
<p>DRF is receiving a new grant from the Bill & Melinda Gates Foundation (BMGF) for the purposes of “Identifying and Testing Pro-Poor Customer Protection Measures for DFS”. A new program (name TBD) will be inaugurated with this grant, and this program will sit inside the CPC at DRF. The program’s main activities will be: (a) executing projects (designing and then pilot-testing pro-poor customer protection solutions), (b) convening meetings with project partners for all stages of project execution, (c) analysing and publishing project results, (d) convening consultative workshops involving DRF members and external researchers (e.g. academia, CGAP, IPA, Steering Committee members, etc.) to originate new project ideas, (e) convening roundtables, seminars, and at least one conference, to disseminate program outputs and drive solution-adoption among stakeholders (FSPs, SROs, CSOs, regulators, researchers), (f) convening relationship-building events for DRF members with external stakeholders (both extant and prospective), (g) completing compliance requirements (including regular reporting to BMGF on expenses and outputs) on a regular basis.</p> <p>Of the above-mentioned activities, (a)-(c) will be primarily the responsibility of Practice Heads/Team Leads of the four research practices/verticals at DRF. The newly hired Program Manager will support the Practice Heads/Team Leads as required. Activities (d)-(g) are primarily the responsibility of the newly hired Program Manager, who will be supported by the Practice Heads/Team Leads, Deputy ED and ED.</p>	
III. KEY ACCOUNTABILITIES AND DELIVERABLES	
<ol style="list-style-type: none"> 1. Coordinating and developing a portfolio of projects in accordance with the program’s overall goals and objectives 2. Working closely with Practice Heads/Team Leads to ensure project execution (which may include but is not limited to: (a) supporting recruiting efforts for project staffing, (b) project planning, (c) managing project timelines and meeting schedules, (d) interfacing with field researchers, (e) traveling to the field to audit state of field 	

- work, (f) tracking project development for quarterly reporting to Deputy ED and ED, (g) writing contracts for service delivery with the help of the legal team, (h) ensuring timely payments to service providers with the help of the finance team, (i) managing data for all contracts, (j) monitoring expenses across projects, etc.)
3. Working closely with Communications Head for all publishing, dissemination and outreach activities
 4. Convening events as described in Section II, and managing relationships with external stakeholders (See Section V for list of external interfaces)
 5. Recruiting supporting administrative staff (such as an Administrative Manager and a Communications Associate)
 6. Supporting Deputy ED with grant reporting and other compliance related activities (which will involve working closely with Finance and Legal/Compliance teams at DH, and liaising with the Program Officer/s at BMGF)

IV. CANDIDATE PROFILE

Educational Qualifications:	Bachelor's degree Some form of post-graduate study/degree preferred
Experience:	4-5 years of work experience (preferably in one or more of the following: managing primary research projects, project/event management, business operations, product development, business development, etc.), of which at least 2 years of experience in a senior capacity
Knowledge/Skills required:	<ul style="list-style-type: none"> • Excellent organization skills and attention to detail, timelines, and policy compliance • Excellent oral and written communication skills; Speaks English and at least 2 Indian languages; Demonstrates effectiveness influencing individuals and teams without explicit authority; Ability to effectively communicate with external partners, and manage relationships with them • Well-developed project management skills; Ability to handle multiple and competing demands and establish priorities • Ability to train and mentor colleagues • Knowledge of financial budgeting, expense reporting, and rudimentary forms of data analysis (using Excel) • Able to work with flexibility, efficiency, and diplomacy in a fast-paced, challenging environment; Open to rapid change and able to learn new things quickly; Able to proactively reflect on what

	<p>is needed next, even without expertise in programmatic content</p> <ul style="list-style-type: none"> • Ability to work independently and as part of an integrated, diverse team and be comfortable in varied settings, adjusting to different individual work and learning styles • Proactive mentality towards problem solving individually and on behalf of team; Exhibits a leadership mentality in completion of daily tasks and contributions in team meetings
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V. INTERFACES

Internal	<ul style="list-style-type: none"> • DRF: ED, Deputy ED, Practice Heads/Team Leads, Communications Head • DH: Senior leadership of group companies, Finance team, Legal/Compliance team
External	<ul style="list-style-type: none"> • Steering Committee members • Strategic partners (Knowledge partners, Implementation partners including field researchers and enumerators, Advocacy partners) • Policy makers, Government officials • Program Officer/s at BMGF