

JOB DESCRIPTION

JOB TITLE: Zonal Operating Officer

ORGANIZATION: UPAY

ABOUT UPAY: UPAY NGO primarily focuses on providing free of cost education to under-privileged children through open school class-room programs and various recreational and skill developmental activities aimed at broadening the skill sets of such children. Varun Shrivastava, a young graduate from IIT Kharagpur who was driven by the dream of providing every Indian child with an equal right and access to education, teamed up with 3 equally passionate young engineers to take on this challenge head-on. This marked the foundation of UPAY on 20th May 2010. On the landmark date of 19th September 2011, UPAY was registered under Mumbai Public Trusts Act 1950 and The Societies Registration Act 1860. Currently we have total 35 centers across the country which includes 28 Learning centers, 5 skill development centers and 2 libraries. It has expanded from 15 children to more than 1700 children & 260 volunteers in the span of 8 years.

WHY THIS ROLE: Planning, directing and overseeing the operational policies of the organization's respective zones keeping in mind the rules, initiatives, and goals. Helps organization execute long-term and short-term plans and directives by implementing vision, management, and leadership.

The ZOO will be a key member reporting only to the Chief Operating Officer and working in close proximity with the Zonal Director and the Zonal Secretary Operations. You'll have to acquire the basic working of the organization, taking care of its diverse operations, so we expect you to be an efficient leader. If you also have excellent people skills, and exemplary work ethics, that will be an added advantage. The goal of the ZOO's position is to secure the functionality of our organization to drive extensive and sustainable growth.

We are looking for a **Zonal Operating Officer or ZOO** to oversee our organization's ongoing operations and procedures. You will be a prominent part of the organization and responsible for the execution of daily, weekly and monthly operations with efficiency.

JOB RESPONSIBILITIES:

- 1. Being aware of respective zonal team-** The ZOO should be aware of the various centers in the zone and the operational Zonal Team. There should be consistent interaction between the Zonal Operating Officers(ZOO) and the Zonal Secretary Operations along with the ZD. The Administrative reporting of the ZOO will be to the Zonal Director and he will work close coordination with Chief Operating Officer (COO), who in turn will be reporting it to the Chairman.
- 2. Should be able to represent the respective zone at key places-** The ZOO should be in a position to devote time for attending meetings with personal like government officials. It may be in association with any other member of the zonal team or even independently.
- 3. Maintaining weekly reports of each center in the zone-** The ZOO shall be updating the weekly reports of the centers on every **Monday evening**. The weekly report will contain the information about the number of days the classes were conducted, number of volunteers who were at the center, key points like the topics covered in different subjects. Apart from this, it will also include any donations received, any visits to a center by some external person along with the purpose of the visit. The report should also mention any key issues faced at any center in the

zone during the week and if any solution has been met. The weekly exceptions should be included in brief.

- 4. Visit to the centers of the zone-** ZOO will be visiting the different centers of the zone at least once a week. For example, if a zone has 3 centers, ZOO will be having the responsibility of visiting the different centers on the three days of a week. In case of a large zone, the visit to a particular center may be once in two weeks.
- 5. Taking care of syllabus implementation-** ZOO will be taking care of the syllabus implementation at the different centers. Each center will be given monthly teaching targets by the ZOO and the follow up for the same will be taken up weekly by the ZOO. (The monthly targets may be divided in a weekly format by the center head of the center). The same will then be reported by the ZOO to the COO. Detailed Weekly chapter plan shall be made for each center and it has to be conveyed and mailed to all the concerned volunteers one day in advance. Explanation regarding syllabus implementation shall be given to all concerned volunteers every week, providing study materials and notes, implementation and assessment.
- 6. Coordination with the COO-** The ZOO will be giving inputs to the COO for any particular task for which the assistance is needed. Also the ZOO will be giving inputs to the COO for preparing the monthly newsletter.
- 7. Coordination with the Local authorities-** The ZOO should be a part of the monthly visit to the area where we take the classes which is being conducted at the center level. During the visit the ZOO shall take note of any particular problems being faced by the community people and also being aware of the local authorities which can play a key role in solving those problems.
- 8. Monthly test and centralized test reporting –** The ZOO will be maintaining the record of the monthly tests which are conducted at the centers of a zone in an excel sheet. The growth trajectory of the child being plotted quarterly and creating an intensive impact assessment of each child. This will be done in coordination with the zonal secretary operations who will be maintaining the report card of the children at the various center. Test paper of monthly test and centralized test shall be made by the ZOO and monthly student impact assessment /performance report shall be prepared for each student.
- 9. CMC visit reports-** Keeping and compiling the CMC reports by the ZOO. Displaying the key points through the reports and taking note of the fact that the issues being pointed during the visit are resolved. If there is no action on a particular issue after two CMC visits, reporting the same to the COO.
- 10. Monthly report preparation-** This will be an extensive report that will be maintained by the ZOO and will include the overall performance parameters of the different centers in the zone. There will be a ranking system for all the centers of the zone and based on the performance parameters, the rating will be done.
- 11. Monthly calendar Preparation & execution-** The ZOO should take care that the dates being provided by a center for the Baal Sabha, PTM, and monthly tests are adhered to. If there is any deviation from the decided date, the reason for the same should be asked by the ZOO from the Center Head. The same should be included in the monthly report.
- 12. Preparation of a center-wise Risk Assessment Report-** The ZOO should take consistent follow up from the center head and be prepared for the contingencies that may occur in the near future. For example, if it seems that a problem related to location may crop up, he/she should take the responsibility to identify the locations where the classes can be taken up in future so that the center does not reach the stage of closure and the classes go on unhindered.
- 13. Assisting the Zonal Director if needed by him/her-** The ZOO should be ready to assist the ZD if he/she asks him/her to do so. For example: If the ZD feels that a particular center in the zone is not able to perform as per the stipulated guidelines, the ZOO should take the task on

priority and resolve the issue at the first hand.

- 14. Publicizing about the organization through offline as well as online media-** The ZOO will be responsible for increasing the reach of the organization through these mediums. It may include visiting the colleges/universities quarterly which are in close proximity of the center and in the area targeted. This will also be a part of the volunteer addition to the organization and help us increase the reach.
- 15. Search for Volunteers and their induction & Training -** The ZOO should ensure the minimum required volunteers at each center. ZOO should visit colleges, societies and other places in search of volunteer and then recruit them at UPAY. Volunteer's induction and training is responsibility of ZOO. Take note of the various training programs the volunteers wish to enroll in and try to arrange for them those training sessions in coordination with the COO and the Zonal Secretary Operations.
- 16. Identification of hidden talent of students and arranging opportunities for them:** The ZOO should ensure that all the talents get recognized and get support through our central Talent Support Team. Arranging auditions, training and sponsors for talented students in art and sports field.
- 17. Coordination for Resources arrangement:** Books, stationery, school bags and other center requirements shall be accessed and ensured at all the centers.
- 18. Scheduling medical camps/ vaccination camps/ de-addiction camps.** Assessing the medical and malnutrition related needs of each center and arranging the health camp with the help of Zonal Director.
- 19. Visiting student's home and close interaction with parents during parents meeting:** ZOO shall visit the student's home during center visit along with the concerned volunteers.
- 20. Coordination for UPAY mobile library:** Arranging for right kind of books for particular mobile library station, scheduling mobile library stations, brainstorming on how to increase mobile library's effectiveness).
- 21. Coordination for Skill development center and providing the market for the same:** ZOO shall coordinate for skill development centers of UPAY.

PREREQUISITES:

1. Graduation in any field and minimum 6 months of prior experience in education or social work filed. or graduation in Social work or Teaching field
2. Able to work creatively and analytically in a challenging environment.
3. Strict with the deadlines.
4. Good communication skills.
5. Must be able to handle work pressure.

ADDITIONAL PERKS AND BENEFITS:

1. Performance Bonus
2. LOR shall be awarded for exceptional work
3. The best ZOO shall be rewarded by the Chairman of the Organization.

LOCATIONS:

Nagpur, Mauda, Gurugram, Delhi, Bangalore, Pune

PROBATION PERIOD: 3 months of probation period

ASSESSMENT: Quarterly performance assessment by Zonal team and COO.

DOCUMENTATION:

1. Syllabus
 - Monthly subject-wise syllabus plan for each class
 - Class plan and teacher's handouts
 - Lesson-wise worksheets, test papers or question bank
 - Center-wise Syllabus monitoring report
2. Responsibility description for volunteers, teachers, center coordinators and zonal operating officers
3. Record of volunteers and daily schedule
4. Training and development related course materials
5. Daily, weekly monthly center reports
6. Record of resources available
7. Student's database and progress reports
8. Impact assessments
9. CMC reports
10. Weekly exception report
11. Daily individual reports to Reporting officer

REPORTING:

Administrative reporting to Zonal Director and functional reporting to COO

TRAINING:

Compulsory 2 days training program at Nagpur

STIPEND:

Basic Pay	Rs.5000
Conveyance allowance	Rs.1000 – Rs.3000(Location based)
Performance bonus(after every six months)	Rs.1000
Communication allowance	Rs.1000
Total	Rs.8000- Rs.10000