

HEAD OF OPERATIONS, 10-IN-10

We are a radical, ambitious and fast-growing start-up seeking a Head of Operations based in India.

LOCATION: India, WFH, travel required

REMUNERATION: USD \$36,000 - \$60,000 (INR 27 - 46 lakhs) annually, commensurate with experience, includes equity scheme

TIME COMMITMENT: Full Time

Our mission is to tackle ten global challenges in ten years, starting with climate change.

We will achieve this through financing and training thousands of teams across the world. Our teams will be drawn from multiple sectors, including communities most impacted by these challenges.

They deliver meaningful results at both a scale and a pace reflecting the reality of a world where every month now counts.

IO-in-IO is a new type of organisation. We are not daunted by complexity, we are at home in complex situations, seeing them as opportunities for changing systems no longer fit for purpose.

Through our education arm, Complexity University, we train teams and individuals around the world to effectively tackle complex social, environmental and political challenges.

We have over 20 years of experience tackling complex challenges such as climate change, racism, youth unemployment, etc. That's why we believe that the best way to learn and tackle challenges is through practice, not through listening from a comfortable chair and taking notes.

We are headquartered in India and the U.K.

WHO WE ARE

IO-in-IO is a joint-venture between Social Laboratories Ltd. a Limited Company based in the UK (reg 09298370); Shikshantar, which is registered as a 80G tax-exempt non-profit trust in India; and the Swaraj Foundation which is a 501c3 registered trust in the USA.

We are looking for a highly organised Head of Operations to join our global team.

THE ROLE

Reporting to the CEO, you will be responsible for our operational integrity in India and around the world.

As a growing start-up we require someone with the maturity to build new systems and processes, while also ensuring delivery on our current commitments.

There are five key areas of responsibilities:

RESPONSIBILITIES

DAY TO DAY ACCOUNTABILITIES AND TASKS

INNOVATION

- Supporting teams on the ground – we provide financial, technical and logistical support
- Building regional hubs. As the numbers of teams grow we will be building regional offices or hubs for supporting 15-30 teams, you will be responsible for the performance of these hubs
- Building regional teams, each hub will be staffed by a core team, which will also include 2 coaches per team, you will be responsible for the putting this core team in place
- Developing a series of support packages for teams, ranging from full-spectrum support to more “lite” service packages

INFORMATION

- We are a globally distributed team, you will be responsible for the information architecture of the organisation
- You will ensure that we have fit-for-purpose architecture, protocols and process so that information flows smoothly
- You will be responsible for information flows across the organisation, as well as “above” to those we are accountable to, including investors, donors and any other fiduciary bodies, you will also be responsible for information flowing “down” to teams we support as stakeholders on the ground

FINANCIAL

- As we financially support multiple teams on the ground, you will be responsible for operationalising the financial architecture needed to disburse funds and support teams
- Ensuring that we meet local fiduciary and compliance requirement
- Ensuring that funds are disbursed in a timely manner
- Working closely with our impact reporting team to ensure that our internal reporting requirements are met by teams we disburse funds to
- Initially the financial architecture will be your responsibility, eventually we will bring in a CFO to take control of the financial architecture

STAFFING

- As we are a new organisation we also need to put in place systems for managing and recruiting staff, which you will be responsible for
- You will recruit a part-time HR person to support you
- You will ensure all staff and contractors have JDs, and appropriate contracts in place
- You will ensure that we have met all employment obligations and are in compliance with local laws and regulations

STRATEGY

- You will act as the bridge between our on-the-ground activities and the strategic operations in the organisation
- This means that you will be responsible for operationalising our strategy

We are not a traditional organisation. We are interested in your capacity to perform and your experience. We are not really interested in paper credentials.

You will:

- Be highly organised
- Be detail oriented
- Be a team-player and we expect you to act as a backbone for the organisation
- Have fluency with operating online
- Be able to operate across national borders and multiple cultures
- Be able to operate at c-suite levels but also on the ground
- Have at least 5-10 years of experience in an operational role but will consider someone with less experience if you are very good at what you do
- Have at least some understanding of systems change

REQUIREMENTS

CAPACITIES AND SKILLS NEEDED TO FULFILL THIS ROLE

This is an exciting opportunity to join an energetic team with huge ambitions. We are, however, careful to ensure that our ambitions are grounded in operational realities. This means that your role will be key.

WILL YOU JOIN US?

We are looking for someone to join us and grow with us. We are prepared to provide you with appropriate support, be that coaching from the CEO through to building your technical skills.

The key to all this will be your innate capacities to be highly organised and detail-oriented. If you are not these two things then this is really not the role for you.

For more information please visit the following websites:

[10-IN-10 TEAM](#) [↗]

[COMPLEXITY UNIVERSITY](#) [↗]

[THE GIGATONNE CHALLENGE](#) [↗]