

COURSE COORDINATOR, COMPLEXITY UNIVERSITY – INDIA

We are a radical, ambitious and fast-growing start-up seeking a Course Coordinator based in India.

LOCATION: India, WFH, travel required

REMUNERATION: USD \$400 (INR 31K) per month + internet reimbursement

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 Course Coordinator to join our global team.

THE ROLE

Reporting to the Head of Programmes at Complexity University, you will be responsible for coordination and communications relating to our programme of live online courses.

As a growing start-up we require someone with the flexibility, initiative and passion to continue developing our administrative systems and processes, while also ensuring optimal standards of delivery and communications for our programme of courses.

There are three key areas of responsibilities:

RESPONSIBILITIES

DAY TO DAY ACCOUNTABILITIES AND TASKS

OPERATIONS	Support with delivery of programmes and courses for Complexity University, which includes: <ul style="list-style-type: none">• Coordination of internal course calendars• Support faculty and CU team with course preparation• Tech hosting live online courses on Zoom
COMMUNICATIONS & COMMUNITY BUILDING	Coordinating and carrying out internal and external communications around courses and building community among our participants, which includes: <ul style="list-style-type: none">• Setting up and managing communications groups for sharing resources and building online community with faculty and participants• Communicating with course faculty and participants before, during and after courses• Updating and organising our CRM with relevant participant information.• Setting up and implementing a customer care programme• Writing and editing content about our programmes and courses for sales and marketing (email campaigns, newsletter, website, social media and other marketing material.)

PROGRAMME DEVELOPMENT	Support with the development of our programme of courses, which includes: <ul style="list-style-type: none">• Collating, preparing and organising course materials• Prepare and implement course evaluation and debrief processes and documentation• Research on market competition, potential courses and lecturers
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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.

REQUIREMENTS

CAPACITIES AND SKILLS NEEDED TO FULFILL THIS ROLE

You will:

- Be highly organised, flexible, responsive and detail-oriented
- Be able to multitask and prioritise your workload independently
- Be a team-player and able to operate in a highly collaborative and cross-cultural environment.
- Have fluency with operating online
- Have exceptional customer service skills
- Have excellent written and verbal communications skills (in English and Hindi)
- Have some experience in using CRM, CMS, online community and project management tools
- Have 3+ years of relevant experience in training and/or programme coordination (e-learning domain preferred). We will consider someone with less experience if you are very good at what you do
- Have at least some understanding of and interest in systems change

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.

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 core team through to building your technical skills.

The key to all this will be your innate capacities to be highly organised, detail-oriented and comfortable communicating with people from around the world. If you are not these 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](#) [↗]