



August, 2018

About

Haqdarshak is a social enterprise working to make welfare schemes more accessible to citizens by creating a multi-state, multi-lingual, mobile technology platform that helps citizens discover, apply for, and benefit from, government and private schemes that they qualify for. They can use the platform through a local trained facilitator, the 'Haqdarshak', or themselves, on payment of a small service fee, which makes it financially sustainable. The promoters have immense experience in entrepreneurship and grassroots work in this area. The 'Haqdarshaks', as they are called, are people from the community and working on incentive based model where the income is based on number of citizens assisted in availing benefits of schemes. Please visit our website www.haqdarshak.com.

We have received a number of accolades in the past including being selected as one of the top 10 finalist of the Innovate for Digital India Challenge run by CIIE on behalf of mygov.in and Intel, top 5 in the Harvard-IIT Delhi Social Challenge, 2016, top 10 in the Sankalp Global Innovation forum, 2016, and winner of the NASSCOM social innovation forum NSIF 2016 and the Antah:Prerna Challenge TIE, 2016. We were also selected as top 6 enterprise in Asia and top 2 in India in the DBS-NUS Social Venture Challenge 2016 in Asia organised by NUS Enterprise and DBS foundation. We were also one of the winners of the Facebook Code for Next Billion challenge.

Our major non-government partners include TATA Trusts, Save the Children, PRADAN, Swades Foundation, Crisil Foundation, DHFL Foundation, Ambuja Cements Foundation, ITC, Godrej Properties, and J-PAL among others. We also work with governments including the Rajasthan government, PTSLP (Tamil Nadu government), Haryana government.

One of the critical parts of our mission is to ensure that our Haqdarshaks are getting the best experience from our platform. Your technical & intellectual support is vital to the growth of network of Haqdarshaks across India.

Please visit our website www.haqdarshak.com to learn more about the organization.

Position:

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Operations Manager - 5 years plus of professional relevant experience Operations

Sr. Coordinator – Less than 5 years of relevant working experience

Field coordinator-1 -2 years of relevant working experience.

Haqdarshak Empowerment Solutions Private Limited

Regd. Office: "Gitanjali", 546, 8th Main, Block IV, Koramangala, Bangalore, 560034



Duties

We need enthusiastic, passionate and energetic executives to drive our operations in the above-mentioned areas. As an operation executive on ground, the selected person will use the 'Haqdarshak mobile app' to screen citizens in specified geographies, and help citizens submit applications for various schemes. The job will involve:

- Going door-to-door in specified geographies and ensure each citizen is screened.
- Basic skill and understanding in handling a smart phone.
- Understand scheme information, and explain it to the citizens.
- Visit government, semi -government, philanthropic institutes to gather information of upcoming events, camps etc.
- Giving doorstep services for filling out application forms, collating documents required and submitting them to concerned departments on behalf of citizens.
- Giving feedbacks to Research and Product teams.

Responsibilities:

- Be responsible for on ground implementation of the project in rural and urban districts of Maharashtra for delivery of benefits under various schemes to target beneficiary with the help of technology.
- Prepare training manuals for Haqdarshak selection and training process.
- Coordinate with the technology team and research team for effectual on-ground implementation.
- Routinely communicate with stakeholders to identify key issues and establish innovative tools and mechanisms and generate new implementation approaches to disseminate public scheme information to the wider range of target audience, overall ensure optimum operational efficiency.
- Build and manage team of part time and full time resources, as required and be accountable & responsible for the performance of this team who will be directly reporting to the Senior Manager.
- Support the team in fulfilling its on-ground and research responsibilities , including training, preparing manuals and documentation and maintaining of records regularly required to meet Admin, HR and Accounting compliance.

- Lead the team effectively for meeting targets with effective plan design and execution
- Be an effective interface between the team and Functional Heads for meeting all Organizational compliance.
- Report revenue and other defined targets regularly to the CEO.
- Set a disciplined code of conduct in self as well as build the same within the team.
- Required to maintain necessary documentation and reports and deliver the same to the organization;
- Study various initiatives taken by government, NGOs, corporate, private institutions in this space
- Foster partnerships with government and non-government institutions aligned to the Organizational cause to facilitate on ground implementation process.

The position is functionally to Lead Operations in the State, simultaneously required to work closely with the research and product team to ensure delivery of scheme benefits to targeted beneficiaries.

Qualifications and Skills

1. Skilled communication in local language for direct connect with the community.
2. Proficiency in reading and writing Local language and Hindi and English.
3. Readiness to travel extensively within the village / district and need-based to other cities. Willingness and ability to travel to remote rural areas in the State.
4. Basic skill and understanding in handling a smart phone. {Should own one too. Company shall not provide a Smart phone/any other device}.
5. Must have basic knowledge on using all features of a SmartPhone, including usage of internet. Knowledge of MS Office would be an added advantage to the position.
6. Highly motivated to achieve targets and meet tight deadlines.
7. Meeting the Company protocol of reporting and planning.
8. Empathy and willingness towards resolving people's concerns.

- **Remuneration** – Full time –Will be competitive as per market standards and in accordance to the relevant work experience.

If interested, please drop us an email to jobs@haqdarshak.com with your updated CV and a cover letter Kindly plug the Subject Line as 'Application for Research Position'.