

Mobile Vaani is a voice-based (multi – channel accessible) interactive media service for underserved populations in developing regions. Even poorly literate people are able to use the service through low-end mobile phones to access and share useful information which empowers them both economically and socially. The service also provides a communication channel to social sector organizations, companies, and governments to engage with rural users and leverage our user familiarity to design promotional and behavior change campaigns.

## Opening for Program Manager

### **Context:**

OnionDev Technologies is recruiting a Program Manager for a Gates Foundation funded project in Bihar. The project involves multiple stakeholders, including a technical agency with expertise on health and nutrition, a large state-wide SHG network who is keen to layer Mobile Vaani as a communication platform on its offline structure, and an evaluation agency which will conduct an RCT on the efficacy of Mobile Vaani to accelerate behavior change.

### **Job Purpose:**

The Program Manager will have an overall accountability for effective execution of the program and to deliver results as per the objectives. S/he needs to be a strategic thinker with strong project management skills and an experience in media, ICT4D and the development sector. In addition, the role requires an organized and structured person who can lead their own team of 20+ people in Bihar, and a quick thinker with the ability to multi-task and problem-solve. S/he will need to work at a senior level with the different stakeholders, where diplomacy and good interpersonal skills are essential. S/he will need to be a self-starter with the ability to juggle priorities and maintain deadlines. The Program Manager is expected to have a proven experience of working with multi-disciplinary teams and stakeholders.

### **Program Objectives:**

- Validation of Mobile Vaani as a medium that can accelerate the pace of behaviour change on health, nutrition, and WASH indicators (in terms of actual outcome indicators) over and above offline behavior change interventions already in place
- Validation of Mobile Vaani as a medium to collect feedback on the performance of different government run programs, understand the barriers to change faced by the communities, and instrument changes in awareness levels and inclination towards change of the community
- Build a close engagement with different stakeholders to demonstrate the efficacy and effectiveness of Mobile Vaani on the above objectives, build unit economics, and create sustainability models for large scale adoption of the platform

### **Main Duties of the Program Manager:**

#### *Strategy*

- Drive innovation across all aspects of project planning and execution; and provide strategic inputs on creative/BCC and overall communication strategies
- Work closely with the research team to provide input and feedback on the results framework and theory of change
- Share strategic lessons and approaches

#### *Project Management*

- Manage entire project including relationships with governments, donors, key partners, and other stakeholders;
- Ensure high quality and timely deliverables, in line with the proposed strategy and targets, throughout the life of the project;
- Manage, recruit, train and retain key staff for the projects. The post holder will have responsibility for over 20 full time staff split between Delhi & Bihar
- Complete monthly, quarterly and yearly internal and external reports at various levels;
- Manage financial accountability and standards of quality;
- Play a representational role, both for the project and the organization, internally and externally

### **Skills, knowledge and experience required:**

1. At least 10- 12 years' experience in ICT4D, social and/or behaviour change communication and development. At least three of these years should be at a senior account management level
2. Experience managing projects in an international development setting
3. Experience of working closely with state or national governments in India at a senior level on the strategic development and implementation of ICT initiatives
4. Experience of stakeholder relationship management at a senior level
5. Strong, proven technical project development and management skills and experience, with familiarity with tools such as Microsoft Project
6. Demonstrated skills in project planning, budget development and management, project work plan development and management
7. Excellent written and oral communication skills in English and Hindi, and the ability to negotiate tactfully and effectively
8. Ability to demonstrate a high degree of self-motivation, planning and organization, and strategic thinking
9. Ability to work on own initiative and organizing time effectively within a range of often conflicting deadlines. Capacity to juggle competing priorities and a busy program of work while working to an agreed strategy
10. Should be a self-starter which is very crucial for a startup like us
11. Good interpersonal skills and the ability to manage teams

### **Qualification Required:**

- A Master's Degree in Rural management/MBA/social development from a leading school.

### **Job Location:**

- Patna(Bihar)

**Benefits:**

- Opportunity to work with a world class Programs team.
- Salaries at par with industry standards.
- Challenging and energetic work environment you will not find anywhere else
- Guaranteed learning: Everyone does everything, you choose what you want to learn
- Flexible working hours, work-from-home, and remote working options
- And finally the most important: Opportunity to contribute to the society professionally

**Write to us**

The position is based out of Patna but will require travel to various parts of the country. Please email your CV to [contact@oniondev.com](mailto:contact@oniondev.com)

## About us

Mobile Vaani is a product of the social enterprise OnionDev, formed out of partnership between Gram Vaani Community Media and OnMobile's Life Impacting Services unit.

Gram Vaani, meaning 'voice of the village', has been building innovative technologies and sustainability processes for the underserved population, to be able to reverse the flow of information and make it bottom-up instead of top-down. We want to empower poor and marginalized communities to voice their opinions and demands. Starting in 2009, we built a pioneering radio automation system that now runs at 40+ community radio stations in India and 10 in Africa, enabling an aggregate population of 2 million people to create their own local media. In 2011, we built a radio-over-phone citizen journalism service that is now deployed in central India, and in Afghanistan and Pakistan internationally, and has a usage of over 15000+ calls per day. Our technologies thus empower even poorly-literate and low-income communities to create and share local content.

OnMobile is a large global Value Added Services company delivering services in over 50 countries around the world. The Life Impacting Services division of OnMobile was formed with the vision to leverage the deep telecom integration of OnMobile to provide information and services that could change the lives of the underserved. Together with several internationally acclaimed development organizations and health service providers, we have built products for community health workers, for active citizens of the country to track corruption, enable people to access health services via mobile phones, and with agriculture companies to deliver information and advice to farmers working with them. With over 1800 nodes deployed across the country with all major telecom operators, and with a country-play in 10 other countries in developing markets, we bring the required expertise to provide information services to the poor in affordable and scalable ways.

Oniondev formed as a merger between Gram Vaani and OnMobile's LIS team brings together the competencies of both the teams in extremely synergistic ways.

Our teams have won several awards:

- Knight News Challenge in 2008 for low-cost technology for community radio stations
- Manthan Awards in 2009 for innovations in technology for development
- Economic Times Power of Ideas awards in 2010 for our unique business model
- mBillionth South Asia Award in 2012 for innovations in journalism for rural areas
- Grand Challenges Rising Stars award in 2012 for improving health services using tech
- mBillionth South Asia Award in 2014 for innovations in citizen journalism using mobiles
- Flame Rural Marketing Award in 2014 for our unique advertising and marketing model
- The NASSCOM Social Innovation Forum Challenge 2016! for "Mobile Vaani" under "ICT Led Social Innovation In Other Social Issues" category.