

## JOB DESCRIPTION

# Program Manager

## About the role:

Do you dream of work that transcends profits and touches lives? If so, then [Cuddles Foundation](#) might just be your calling. Here, we're dedicated to giving children fighting cancer a chance at a cure. As a Program Manager, you'll ensure that our centres under your care provide the best nutritional support to these brave children so they complete their treatment successfully. You'll be the driving force behind setting up and managing our nutrition centres, building relationships with key stakeholders, and working with nutrition teams to ensure these children get the care they need to heal and thrive.

## Responsibilities:

- You will be responsible for successfully executing the FoodHeals Program at all your Centres by establishing efficient and effective program workflows.
- You will work closely with all relevant stakeholders, including internal nutrition teams and hospital staff, to ensure seamless program delivery in all your Centres, identify any bottlenecks and implement timely solutions to keep the program on track.
- You will closely monitor key performance indicators for your Centres and work with relevant stakeholders to ensure the gaps are addressed to maximise program impact.
- You will conduct regular visits to your Centres to assess program progress, ensure protocols are being followed and implement corrective actions based on your assessment.
- You will actively seek feedback from the team on the ground and assess whether modifications are required in programs/processes.
- You will be responsible for the patient engagement program and work closely with the team to ensure that all relevant metrics are being met while helping in the continuous development of the module.
- You will assist with the recruitment and training of your team members

- You will develop and manage budgets for your Centres and be responsible for tracking utilisation across all your Centres, highlighting any changes in requirements or operations in a timely manner.
- You will work closely with data to track trends in resource utilisation and program outcomes, identify areas of improvement and generate comprehensive reports, including success stories, for internal and external stakeholders.
- You will identify any potential risk to program success, develop mitigation strategies and proactively address challenges to prevent any disruption in the program.
- You will manage all resource requirements for your Centres and oversee the procurement process to ensure timeliness, quality and cost-effectiveness.
- You will work closely with the fundraising team on donor engagement and reporting.

## **Must-Haves:**

- MBA / Post Graduate in Management / Business
- Minimum 5 years of relevant experience.
- Preferred experience in people management.
- Proven track record in project management and data analysis.
- Experience in operational processes like procurement, documentation, and record-keeping.
- Experience working in cross-functional teams will be an added advantage.

## **Skills:**

### **You're a great project manager**

You're able to oversee and coordinate multiple field programs, ensuring they align with organizational goals and are executed efficiently. You are able to stay on track with respect to planned deadlines.

### **You derive insights from data**

You're proficient in understanding and using data to improve programs. You're skilled in assessing how well programs work and finding ways to improve them, using data to make smart decisions.

### **You're an effective communicator**

You have strong verbal and written communication skills which are crucial for conveying complex information to diverse stakeholders. This allows you to manage escalations effectively and maintain collaborative relationships with internal and external teams.

### **You're an inspiring leader**

You're adept at leading, motivating, and supporting teams, bringing out the best in each team member through guidance and mentorship.

## **Location: Mumbai**

**CTC Up to INR 12 LPA**

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