

Specialist - Quality Assurance, M&E Design, Tata STRIVE

Tata STRIVE, is group wide skill development initiative, aims to develop Employability, Entrepreneurship and community Enterprise capabilities in youth across country. This initiative would involve mobilizing youth (18 – 35 years) from under-served communities, training them on demand driven vocational skills along with integrated life-skills to empower them for a brighter future. Tata STRIVE is engaged with various State Governments, NGOs + Corporate in implementing projects of scale.

Designation	Specialist - Quality Assurance, M&E Design, Tata STRIVE
Objective	<ul style="list-style-type: none">• Support development of QA framework and M&E metrics• Critical analysis of processes w.r.t Quality standards and providing solutions to bridge performance gaps• Support the management of the Quality Assurance process at Tata STRIVE• Support operations with effective metric design for measuring impact
Key Responsibilities	<ul style="list-style-type: none">• Support development of QA framework• Evaluate adequacy of quality assurance standards• Develop training program/s for training and certification of Quality Assessors• Record, Collate, Analyse and Report quality data• Review the implementation and efficiency of quality assurance systems• Conduct Quality Assurance visits across Tata STRIVE (and Partner) centres to ensure dissemination of courses aligned to Tata STRIVE standards• Analyze data to identify areas for improvement in the quality system• Develop, recommend and monitor corrective and preventive actions• Develop SOPs related to Operational procedures – analyse effectiveness and implement course corrections as required.• Identify training needs (and organize training interventions) for STRIVE and Partner Centres to certify Quality Assessors• Support generation of Metrics to evaluate impact of operational processes
Working Conditions/Job Environment	<ul style="list-style-type: none">• Able to work a flexible schedule including weekends, holidays and evenings to accommodate assessment visits, training, monitoring , field work and job based projects• Must be able to travel as needed
Essential Skills (Minimum competencies individual must possess when entering position) – i.e. skillsets, education, certifications, etc.	<ul style="list-style-type: none">• Quality assurance/ inspection, auditing and testing experience• Knowledge of tools, concepts and methodologies of QA• Management of Skill development project / centre / unit Operations• Analytical skills, problem solving approach and conceptual thinking abilities• Strong communication skills, adept at documentation (process / strategy)• Strong organizational, planning, problem resolution, communication, presentation, facilitation, and influencing skills required• Strong people and project management skills• Superior organizational skills, attention to detail/level of quality, communication (written and verbal) and service skills.• Ability to work independently with minimal supervision
Reporting To	Lead – Design & Incubation

Locations	Mumbai
Desired Attributes	Familiar with vocational training industry & various skill development programmes, exposure to the Training / Learning and Development landscape in some capacity
Qualification	<ul style="list-style-type: none"> • Graduate / Post Graduates • Certifications an advantage including Quality Auditor, Quality Engineer, Quality Improvement Associate, Six Sigma etc
Desired Experience (years)	Overall experience 10 years+ (experience in a Centre Management / Quality Assurance / Audit role including Project and People management experience desired)
CTC	Commensurate with experience and competition
Additional Information	On roll Position
Preferred Sources	
Job Closure Date	24 th May, 2018
Contact Person	Kapila.thakur@tatasustainability.com