

### **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	<b>Specialist - Quality Assurance, M&amp;E Design, Tata STRIVE</b>
Objective	<ul style="list-style-type: none"><li>• Support development of QA framework and M&amp;E metrics</li><li>• Critical analysis of processes w.r.t Quality standards and providing solutions to bridge performance gaps</li><li>• Support the management of the Quality Assurance process at Tata STRIVE</li><li>• Support operations with effective metric design for measuring impact</li></ul>
Key Responsibilities	<ul style="list-style-type: none"><li>• Support development of QA framework</li><li>• Evaluate adequacy of quality assurance standards</li><li>• Develop training program/s for training and certification of Quality Assessors</li><li>• Record, Collate, Analyse and Report quality data</li><li>• Review the implementation and efficiency of quality assurance systems</li><li>• Conduct Quality Assurance visits across Tata STRIVE (and Partner) centres to ensure dissemination of courses aligned to Tata STRIVE standards</li><li>• Analyze data to identify areas for improvement in the quality system</li><li>• Develop, recommend and monitor corrective and preventive actions</li><li>• Develop SOPs related to Operational procedures – analyse effectiveness and implement course corrections as required.</li><li>• Identify training needs (and organize training interventions) for STRIVE and Partner Centres to certify Quality Assessors</li><li>• Support generation of Metrics to evaluate impact of operational processes</li></ul>
Working Conditions/Job Environment	<ul style="list-style-type: none"><li>• Able to work a flexible schedule including weekends, holidays and evenings to accommodate assessment visits, training, monitoring , field work and job based projects</li><li>• Must be able to travel as needed</li></ul>
Essential Skills (Minimum competencies individual must possess when entering position) – i.e. skillsets, education, certifications, etc.	<ul style="list-style-type: none"><li>• Quality assurance/ inspection, auditing and testing experience</li><li>• Knowledge of tools, concepts and methodologies of QA</li><li>• Management of Skill development project / centre / unit Operations</li><li>• Analytical skills, problem solving approach and conceptual thinking abilities</li><li>• Strong communication skills, adept at documentation (process / strategy)</li><li>• Strong organizational, planning, problem resolution, communication, presentation, facilitation, and influencing skills required</li><li>• Strong people and project management skills</li><li>• Superior organizational skills, attention to detail/level of quality, communication (written and verbal) and service skills.</li><li>• Ability to work independently with minimal supervision</li></ul>
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"> <li>• Graduate / Post Graduates</li> <li>• Certifications an advantage including Quality Auditor, Quality Engineer, Quality Improvement Associate, Six Sigma etc</li> </ul>
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	30 <sup>th</sup> Jan, 2019
Contact Person	hrconnect@tatasustainability.com