

1. General Manager Operations

Job Title	General Manager Operations	Department	Operations
Location/Unit	Kolkata	Grade	2
Reporting to	CEO		
Roles Reporting into this position	Operations , Sales & Finance Team		

Job Purpose
To support the CEO & be responsible for leading a team of professionals to be efficient and productive. Having proficiency with the practices, policies, and procedures of App based service providers/ Live events /Entertainment Industry. Needs to have a customer centric approach and innovative product development. To consistently meet and exceed sales goals, while focusing on operational excellence, maximizing performance, and team development.

Strategic
<ul style="list-style-type: none"> • Collaborate with CEO in setting and driving organizational vision, operations strategy, and hiring levels • Facilitating discussions for the development of a strategy to attract and develop new sources of revenue • Implement business strategies and plans that align with the short- and long-term IDPL Goals • Translate strategy into actionable steps for growth, implementing organization-wide goal setting, performance management, and annual operations planning
Process
<ul style="list-style-type: none"> • Analyze internal operations and identify areas for process enhancement • Ensure effective recruiting, onboarding, professional development, performance management, and retention • Ensure compliance with national and local business regulations, and take appropriate action wherever necessary • Monitor performance with tracking software and take corrective measures when necessary, and prepare detailed updates and forecasts • Build and maintain trusting relationships with key customers, clients, partners, and stakeholders • Achieving agreed budgetary and service levels and providing an effective and reliable service to customers • Developing an appealing product mix (services) and a customized pitch for each client to help provide a specialized solution • Collaborating with various teams like marketing, sales, operation, and technology to design competitive product mix (services) for different Clients

Finance
<ul style="list-style-type: none"> Manage capital investments and expenses to ensure that the company achieves investor targets for growth and profitability
People
<ul style="list-style-type: none"> Oversee employee productivity and building a highly inclusive culture that ensures team members can thrive and that organizational goals are met
<p><i>Any other additional responsibility could be assigned to the role holder from time to time as a standalone project or regular work. The same would be suitably represented in the Primary responsibilities and agreed between the incumbent and competent authority.</i></p>

E. Key Interfaces	
Internal Interfaces	External Interfaces
<ul style="list-style-type: none"> Operations Team Sales Team Project Managers Cross functional stake holders 	<ul style="list-style-type: none"> Clients Key Customers Partners Stakeholders Professional Bodies / Forums (as required)
F. Role Requirements / Specifications	
Desired Qualifications	Graduation (Any) / MBA (Operations)
Desired Experience	<ul style="list-style-type: none"> 5yrs or more years of experience in Executive Leadership roles with sound exposure in Budgeting · Project Management
Knowledge & Skills	<ul style="list-style-type: none"> Excellent leadership skills, with steadfast resolve and personal integrity Understanding of advanced business planning and regulatory issues Solid grasp of data analysis and performance metrics Ability to diagnose problems quickly and foresee potential issues Highly data-driven individual who enjoys on-ground operations Experience of operating in a fast-paced high growth environment Ability to multi-task and work well within a dynamic organization

Version Controls	
Reviewed By:	Approved By:
Date:	Date: