

## Job Title: Lead – Operations (Field & Panel)

### Job Description:

**The Mission:** You own the "People Infrastructure" of Outline India. Your job is to ensure that data collection happens smoothly, ethically, and on time. You will manage two distinct engines: our permanent digital panel (for our subscription product, "Flash Pulse") and our deployed field teams (for custom projects, "Data on Demand").

### What You Will Do

- **Manage the "Flash Pulse" Panel (Digital Ops)**
  - Maintain and grow our network of rural respondents.
  - **Engagement:** Keep the panel active. Manage incentive structures (payments/rewards) to ensure respondents are interested and ready to answer surveys instantly.
  - **Process:** Ensure the pipeline from "sending survey" to "receiving data" runs without friction.
- **Mobilize "Data on Demand" (Field Ops)**
  - **Logistics:** When we have a custom project, you oversee the recruitment, training, and deployment of field teams.
  - **Planning:** You handle route planning, travel logistics, and accommodation to ensure teams reach the right villages efficiently.
  - **Budgeting:** Manage the operational cash flow and field expenses on the ground.
- **The Gatekeeper of Quality**
  - Whether it's a phone survey or a village visit, you ensure the people are real and the data is honest.
  - Enforce strict ethical protocols and conduct back-checks to maintain 100% data integrity.

### Your Background & Experience (Must Haves)

- **Years of Experience:** 4+ years in Operations, Fieldwork Management, or Program Implementation.
- **Sector Expertise:** Experience managing operations in **Rural India** or the Development Sector is highly preferred. You need to understand the reality of the ground.
- **Tech-Savvy:** You are comfortable using software tools to manage large databases of people. You are not just a "clipboard" manager; you use tech to scale.
- **Excel Skills:** You are proficient in Excel. You can track budgets, response rates, and timelines without getting lost in the numbers.
- **Crisis Management:** You are calm under pressure. You don't panic when a field plan changes at the last minute (because it always does).

### This role is for you if...

- You have done the hard work in the field and now want to build the systems that make fieldwork better.

- You are organized and love creating processes that help teams move faster.
- You want to work in a role that combines human management with technology.

### Why Join Us?

- Work at the intersection of **Tech, Data, and Social Impact**.
- Build the operational backbone for a brand new product ("Flash Pulse") from Day 1.