

# Operations & Agri Supply Chain Manager

Full-time

Base Location: Bahraich, Uttar Pradesh

Reporting Line: Senior management

Start date: 1<sup>st</sup> February 2020



## About Oorja

Oorja is an award-winning social enterprise based in New Delhi, tackling some of the most pressing challenges in the off-grid energy sector today: renewable energy expansion and energy poverty.

Oorja's focus is on powering beneficial appliances that help users to generate stable incomes, create jobs, and mitigate carbon emissions. Despite urgent need, around 90% of marginal farmers cannot afford to invest in solar technology for their farms. Oorja wants to close this gap. We install, operate and maintain decentralised solar energy systems for community use and sell irrigation, milling and refrigeration as affordable *services* on a pay-per-use basis to marginal farmers, without any upfront cost to them. We operate in rural areas of northern India where farmers are currently reliant on polluting and expensive diesel motors for their energy needs.

Our core strengths are our inclusive, customer-centred business model and a diverse and driven team with shared passion in sustainable development. We are determined to scale up access to solar power among the most marginalised communities. Some of our supporters and partners in this mission are:



## Role Background

Oorja seeks to hire an Operations & Agri Supply Chain Manager with 5 to 10 years' experience in project management and supply chain in the agricultural sector, preferably in UP or Bihar. The ideal candidate will have experience managing junior team members and strong knowledge of the predominant horticultural produce and value chain of vegetables and fruits in the geographical focus area. For this role, you should have demonstrated operations management skills to be able to implement and keep ongoing projects within the schedule and budget defined by management. You should have a proven track record of achievement of targets with strict deadlines in a similar role and a good grasp of MS Office, CRM, MIS and project management software for reporting to management. You should also be comfortable working in a mission-driven start-up environment, be adept at multitasking and able to communicate effectively at all levels of the organisation.

## Roles and Responsibilities

The Operations & Agri Supply Chain Manager's responsibilities include, but are not limited to:

- Manage a field team consisting of both technical and non-technical staff and supervise their day-to-day activities (including Operations Engineer, Project Assistant, Agricultural Extension Officer, Solar Technicians, Collections Agents and pump and cold storage Operators)
- Lead project planning, implementation, operations and maintenance, monitoring and evaluation, documentation and reporting in UP and Bihar: plan timelines and milestones, ensure deliverables

(project commissioning, sales targets, repairs and maintenance) are all achieved within pre-defined budget and timeline

- Monitor project performance and provide regular progress reports to Management
- Where appropriate, define and implement new operational policies, processes and standard operating procedures to reduce costs and improve efficiency; formulate solutions to problems observed repeatedly in the field
- Facilitate market linkages for sale of farmers' produce (cereal crops, vegetables and fruits) at fair market prices with a view to minimising spoilage and increasing their income
- Establish partnerships with grocery chains and supermarkets in local urban markets for supply of fresh and processed produce of farmers being served by Oorja's services
- Connect farmers with large aggregators like DeHaat, Big Basket, ITC, etc.; organise and train farmers for contract farming for sales to large corporate buyers
- Collectivise and assist farmers to register as FPOs or cooperatives; arrange for them to aggregate their produce and get better prices at the APMCs
- Engage with farm communities and women's SHGs and help them in increasing their income through agro-processing and manufacture of value-added products
- Identify and implement new ways of processing, packaging and selling produce to suitable buyers at higher prices
- Build and maintain local partnerships with relevant local government departments, NGOs, FPOs, women's SHGs, gram panchayats and other community organisations and stakeholders
- Ensure compliance with state level regulations and avail benefits of any subsidy schemes

Specifically, the project management duties will include managing the team to accomplish the following:

- Site selection and land acquisition – conducting focus group and individual farmer needs assessment surveys, physical verification of potential sites and finalisation for project implementation, identification of land, negotiation of rent, and preparation, signing and notarization of land lease agreements
- Community mobilisation – formation of farmer groups, customer sign-ups, membership fees collection and distribution of membership cards
- Hiring and training – pump and cold storage operators from the local community, customer service and payment collection agents from the local area, training and upskilling them, conducting their performance evaluation periodically
- Procurement and inventory management – coordinating timely delivery with the supplier, taking delivery of equipment, safe warehousing and storage, maintaining inventory in excellent condition, providing inventory report to management as per documented methodology
- Project operationalisation and maintenance – construction of borewells, pump rooms, fencing, installation of lamps, affixing site IDs, distribution of registers to operators for recordkeeping, regular cleaning of PV panels, billing, on time payment collections, cash reconciliation and deposit in bank
- Sales and service – increasing number of customers at each project, increasing utilisation of assets, providing incentives and promotional offers to customers to increase sales, providing outstanding customer service, problem investigation and diagnosis, problem closure and review
- Marketing and communication – for customer acquisition use materials such as banners, stickers, explainer videos, t-shirts and flyers, conducting local community meetings and focus group

discussions, identifying and mobilising local champions to spreading the word, demonstration of crop diversification at test plots

- External training and capacity building – development of training curriculum for farmers, delivery of 1-on-1 coaching and group workshops for farmer training to improve agricultural productivity and income
- Internal training – operational training of operators as per the manual, technical training of solar technicians as per the manual
- Impact management and measurement – implementation of the M&E framework, collection of baseline and periodic impact data using standardised surveys, data entry on a digital platform

## Qualifications

- Master's degree in Agri-business Management, Agriculture, Agronomy or related fields
- Between 5 and 10 years of professional experience in the agricultural sector with experience facilitating market linkages of agriculture and allied sector commodities
- Should have experience working with farmer collectives such as FPOs / SHGs
- Relevant experience in Uttar Pradesh and Bihar would be an advantage
- Seasoned professional adept at recruiting and managing field employees

## Competencies and Abilities

- Strong knowledge of the predominant horticultural produce and good understanding of the value chain of vegetables and fruits in eastern UP and western Bihar
- Superior IT skills (Microsoft Office suite, notably Excel); knowledge of project management tools, MIS reporting, CRM and accounting software is desirable
- Highly motivated, results-oriented and organised; strategic thinker with strong organisational and creative problem-solving skills
- Hard worker, ability to work under pressure and tight deadlines
- Excellent communication skills, fluency in English and Hindi both verbal and written
- Confident character with the ability to interact effectively from senior management to junior technicians
- Basic understanding of energy systems, electrical wiring and electronics, structural design, civil works, welding and fabrication would be a plus
- Strong team spirit and commitment to the environmental and social mission which drives Oorja  
Should have own laptop and motorcycle, valid driver's license

## Benefits

- Exciting high-impact assignments
- A collegial and creative work environment
- Attractive wages
- You will join a dynamic and passionate team of professionals
- Opportunity to thrive and grow within flat hierarchies in pursuit of an inspiring mission.

## How to apply

If this exciting opportunity appeals to you, please send your application by filling the online application form by 31 December 2020 – [www.oorjasolutions.org/apply-now](http://www.oorjasolutions.org/apply-now).

## **Equal Opportunities and Non-Discrimination Statement**

Oorja Development Solutions India Private Limited is an equal opportunity employer that values and respects the importance of a diverse and inclusive workforce. It is the policy of the company to recruit, hire, train and promote persons in all job titles without regard to religion, race, caste, gender, place of birth, sexual orientation, marital status or disability status. Oorja endeavours to provide a safe, diverse and comfortable workplace. Oorja will not adversely discriminate, and prohibits other adverse discrimination at the workplace, against any person on its premises, whether that person is in its employment or otherwise. If you can contribute to our organisation, you are welcome, regardless of your roots, religion, age or gender.