

Position: Head of Content Operations

Location: Hyderabad, India

Reporting to: CEO

Salary: As per industry standard

About us: Template.net is a global product loved by 100 millions users. We are an 8 year old global brand bootstrapped from hyderabad.

Who are we:

We are a passionate team of 200+ creators & engineers working from offices in Hyderabad, Singapore, Philippines & Vietnam. We are passionate about creating high quality, world class products.

Job Overview:

We are seeking a dynamic and strategic leader to join our team as the Head of Operations . In this role, you will be responsible for overseeing and optimizing our operational processes to drive efficiency, quality, and scalability of our product - **TEMPLATE.NET** . The ideal candidate will have a proven track record of successful operations management, a strategic mindset, and the Capability to lead high-performing teams. Must have experience of managing 500+ employees.

We are looking for someone who is Ambitious, Courageous & believes in High Quality.

Responsibilities:

Strategic Planning:

- Develop and implement strategic plans to optimize operational efficiency and align with overall business objectives.

Process Optimization:

- Identify opportunities for process improvement and implement efficient workflows to enhance productivity.

Team Leadership:

- Provide strong leadership to the operations team, setting clear expectations, and fostering a positive work environment.

Resource Management:

- Allocate resources effectively to meet operational demands, monitoring and managing budgets for cost-effectiveness.

Quality Assurance:

- Establish and enforce quality standards for operational processes and deliverables, implementing measures for continuous improvement.

Collaboration with Cross-Functional Teams:

- Work closely with other departments, such as content creation teams in Hyderabad and Philippines, technology team in Vietnam , and marketing, to ensure seamless collaboration.

Performance Metrics:

- Define and track key performance indicators (KPIs) to measure the success of operational initiatives, providing regular reports to senior management.

Goals:

We are looking for someone who can scale our operations in coordination with our research team, who can create new processes, new teams & scale to produce HIGH QUALITY PRODUCTS

Proven Experience:

- A track record of successful leadership in operations management, preferably within a digital content or related industry.

Analytical Skills:

- Strong analytical and problem-solving skills to identify operational bottlenecks and implement effective solutions.

Communication Skills:

- Excellent communication skills to collaborate with cross-functional teams and convey operational strategies effectively.

Leadership Ability:

- Demonstrated ability to lead and inspire teams, fostering a culture of collaboration and continuous improvement.

Adaptability:

- Ability to adapt to a fast-paced and dynamic environment, making strategic decisions to address evolving business needs.

Strategic Thinking:

- Strategic mindset with the ability to align operational initiatives with broader organizational goals.
- **Technology Proficiency:**
 - Familiarity with relevant with Ai technologies and tools used in digital content Production.

Qualifications:

- Bachelor's degree
- Proven 15 years + experience in operations management or similar role. Working experience with KPO, Media or Publishing industry is preferred
- Ability to analyze data, identify trends, and make data-driven decisions
- Proficiency in using relevant software and tools for operations management
- Ability to work under pressure and meet deadlines in a fast-paced working environment
- Should be proud to build products for the world.
- Must be open to travel outside of India

What's In Store for You:

- Company-provided Apple MacBook for work
- Fixed Days off on Saturdays and Sundays. Day shift - 9 AM to 6 PM
- Comprehensive HMO coverage upon regularization to take care of your health and well-being. Free lunch in the office
- Generous vacation and sick leaves benefits upon regularization, ensuring your work-life balance
- Enjoy a lively office environment with an ample supply of coffee to keep you energized and focused