



Higher Education. Powered by ambition, not circumstances

Job Role - Scholarship Program Manager

India Time Zone, Any Location, Equal Opportunity Position, English fluency required

Posted: August 17, 2022

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About Impactis

Impactis is on a mission to ensure that all students, everywhere, have access to inspiration, guidance and funding, and accidents of circumstance do not stop them from pursuing higher studies.

Our goal is to fulfill this mission by making scholarships easy, effective and delightful for scholarship givers everywhere.

In addition to providing funding, Impactis scholarships place special emphasis on the academic, social and mental wellbeing of scholars built on a robust skill development practice led by dedicated counselors and supported by a community of professionals providing career awareness, guidance and mentorship.

We value excellence in what one does, especially by demonstrating it in creating magical moments for users and backing it with a spirit of fearlessness, urgency, empathy and integrity.

Role Description

As part of ensuring that all scholarships offered on Impactis deliver **exceptional value** to scholarship providers, students and our partners, and also create **delightful experiences**, the Scholarships Program Manager will define scholarship program standards for Impactis and build a best-in-class discipline to deliver the required activities and outcomes.

The Scholarship Program Manager will improve baselines for satisfaction scores of scholars, applicants, scholarship givers and other partners on the platform. Success will be measured by these scores and by organic referrals generated.

Key Activities:

1. Develop and maintain standards to run and measure all scholarship outcomes by coordinating with an advisory board constituted of experts in the field of scholarships, human development, corporate life, counseling and mentoring
2. Develop and maintain both, the **Scholarship Giver** as well as **Scholar Outreach Programs**, by improving the quality of reporting, outreach and engagement as well as developing delightful experiences
3. Serve as lead contact on scholarship programs from Impactis to clients represented by Scholarship Coordinators. The Scholarship Program Manager will review performance, identify opportunities of improvement, manage operational matters and undertake resolution of ongoing issues
4. Collaborate with Impactis team on business expansion and operational excellence
5. Over time, develop a team to support this practice

About You:

1. Relevant experience of 5 – 10 years to undertake above activities
2. You are an achiever, with an academic record or other accomplishments and life experiences that demonstrate your determination, consistency and intelligence
3. You have a strong reason to work with Impactis and can present how you will enable Impactis to raise the bar



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Interview Panel Assignment

What the candidate is provided:

Two videos will be shared of focus discussions with students who are preparing for IIT / NIT exams. These videos contain a conversation that touches on the student's background, future plans and the factors that are affecting her preparation.

The interviewer from Impactis proceeds to educate the student about Small Towns, Big Dreams Scholarship aimed at IIT or NIT admits from low-income families in non-metro areas. Apart from funding, she highlights aspects of counseling and guidance that will be offered with the scholarship. The interviewer then has the students test the online application form and collects their feedback before closing with the next steps for their application.

Assumptions:

Assume that both students qualify and receive the scholarship. Consider all other information to be unavailable and evolve your approach accordingly.

Candidate's Assignment:

Study the videos in detail and present the following:

1. How do you assess the student's current baseline on parameters like attitude to learning, existing and future skill needs as well as social, emotional and ethical needs?
2. For the information that was not easily understandable from the video, what kind of additional methods would you employ to gather insights and baselines?
3. As program manager at Impactis, elaborate your first engagement with the students and your goals for the same? What role would a coordinator (from foundation), a counselor (specialist working with us or foundation) and program manager (you) play in this setting?
4. How will you set and maintain an engagement plan with the student on an ongoing basis?
5. How would you share the updates of these interactions with the scholarship funders and what would be the moments of delight and engagement you would create with them?

Presentation Time and Logistics:

We will plan 30 to 45 minutes for your report on these points and have another 15 to 30 minutes for questions. Accordingly, let's budget 75 minutes and aim to close in 60 minutes.

The meeting will be done over video conferencing with an option to present your screen

About the Interview Panel:

The following represents the panel composition:

1. Industry veteran in the domain of counseling for both corporate as well as students. Has worked with IIT Bombay graduates from low income backgrounds on skill development
2. Head of Scholarships for a leading Foundation for education based in UAE, with extensive experience of cross cultural placement of low income students from Arab world
3. A target "Customer" of Impactis with a high standard of expectation from a top quality scholarship. Originally from India, now settled in Europe
4. Two members of the founding team at Impactis