Job Title – Manager/ Assistant Manager, Content Operations
Reports to: Senior Director and Head - AshokaX
Department - AshokaX
Location: Delhi office, with frequent travel to the campus as needed
Experience (in years): 5 - 8 years of functional experience in online courseware/content creation and publishing
Nature of work: Full Time

About Ashoka University:

10 years ago, we embarked on a journey to establish a world-class, multi-disciplinary, liberal arts and sciences university in India. Built on the finest global best practices of institution and university governance, Ashoka has truly transformed Indian higher education in India with its unique pedagogy, governance, and best practices. Ashoka is today India's #1 liberal arts and sciences university that is home to the most diverse student body, a hub for impactful research and a magnet for best-in-class faculty and staff.

Ashoka has been ranked in the top five among private Universities in India by QS Asia and has also secured top rank among all Indian Universities in the 'International Faculty' indicator. The University was earlier awarded Diamond rating by QS I. GAUGE as a recognition of its continuous focus on academic rigor, inter-disciplinary pedagogy, world-class faculty, academic research, innovative modules of engagement with the community and teaching methods.
For further information, visit www.ashoka.edu.in.

We aim to co-create a nurturing space for our students, faculty, staff, donors, and community positively through.
universal values:

- **Be Mission-Driven**
- **Think Strategically**
- **Act Authentically**
- **Take Accountability**
- **Build Collaboration**
- **Deliver Excellence**

About Department/Centre:

AshokaX is a unique and pioneering initiative by Ashoka University, India's premier Liberal Arts university, to bring its world-renowned faculty and learning experience to a broader audience in India and around the world. Built on a robust intellectual foundation, AshokaX intends to further Ashoka University's mission to be inclusive, innovative, and diverse in its offerings. AshokaX will offer a wide range of online programs, both live and asynchronous to a broad diversity of learners from high-school and college students to working professionals and lifelong learners. AshokaX is backed by Ashoka University's unmatched academic and intellectual resources and its strong brand in the Indian higher-education space.

Roles and Responsibilities:

The Manager/Assistant Manager - Content Operations will work across aspects of Content and course development for AshokaX online offerings for college and working professional audiences.

Course Production

- Manage the recording and production, including editing of video/audio, adding visual/multimedia materials, and re-recording of video/audio, of all Lecture Videos, collaborating with external partners, as necessary.
- Support the Faculty and AshokaX teams for management of the planning, recording, re-recording, and production schedule for all lecture videos.
- Support the Faculty on collation/preparation of audio and video materials for all lecture videos.
- Support the Faculty with development of transcripts for all lecture videos.
- Support the Faculty and AshokaX team on additional tasks related to production of lecture videos, reading material and assignments, as needed.
- Maintain the repository of learning material including videos and transcripts.

Course Delivery

- Manage the Learning Management System as needed – including uploading readings, videos, and other learning materials, posting announcements, fixing/flagging technical issues, coordinating with the AU IT team to resolve issues.
- Operationally support the Faculty and AshokaX teams to manage the journey of learners from onboarding to completion.
- Troubleshoot and function as a liaison between Learners, Faculty and AshokaX teams on issues of delivery, access, and experience by engaging with learners on all program platforms: WhatsApp, Email, Zoom/Meet, LMS, phone etc.
- Support the Faculty and AshokaX teams on pre-program efforts on research, outreach, and enrollments as needed.

Eligibility:

The ideal profile for this is a skilled, enterprising Content and Online-course development professional, well versed with best-in-class practices, higher-education audiences, and latest trends in the space.

- A bachelor's degree and additional technical training related to video and course production.
- 5-8 years of functional experience with edtech, learning and education, B2C digital businesses.
- Demonstrated ability in online courseware creation and publishing.

Skill Sets:

- Firsthand technical experience in developing online courses and learning modules.
- Deep understanding of creation and online publishing of video, audio, online assignments, and expertise in creation of courses and learning modules
- Proficiency in English language and excellent communication skills
- Expertise in MS office, Adobe Design Suite, video editing and authoring tools
- Meticulous and responsive
- People skills, ability to collaborate and work effectively across different internal and external stakeholders.

Application Submission Process

Please submit an updated CV at connect.hr@ashoka.edu.in, with the subject line – <Job Name+ Department Name_Applicant Name>.
Kindly ensure that the application includes the last compensation received, expected salary, and notice period.
Only shortlisted candidates will be contacted.

Ashoka is an equal opportunities employer. Remuneration will be competitive with Indian non-profit pay scales and will depend upon a candidate's experience levels and the overall organization's salary structure.