JOB DESCRIPTION

Programme Manager – School of Election Technology (SET)

Position Title	Programme Manager – School of Election Technology
Organization	India International Institute of Democracy and Election Management (IIIDEM)
Location	IIIDEM Campus, Dwarka, New Delhi
Employment Type	Contractual (Through NISG)
Annual CTC	Rs. 12 – 16 LPA (Inclusive of all benefits)
Number of Positions	1

ROLE OVERVIEW

The Programme Manager, SET shall be responsible for planning, coordinating, monitoring and overseeing IIIDEM's programmes on election technology, digitalisation and Artificial Intelligence in elections.

The incumbent will lead a team of Programme Officers, Research/Training Associates and e-learning personnel, and provide strategic, operational and administrative support for the Global Centre for AI and Elections, AI & Elections courses and certificate programmes, the flagship report on AI and elections, the thematic mandate on Election Technology, and the e-learning platform and LMS.

The position requires strong programme management, technology coordination, digital learning and stakeholder management skills, along with the ability to work with EMBs, technology partners, international organisations and internal Schools and Centres.

SCOPE OF WORK

- Lead planning, execution, monitoring and reporting of election technology and AI programmes, workshops and courses.
- Supervise and mentor Programme Officers, Associates and e-learning team members assigned to the School.
- Coordinate the thematic mandate under Election Technology, including State thematic and comparative reports.
- Drive deployment and onboarding of the LMS and digital learning modules.
- Facilitate the Global Centre for AI and Elections, roundtables and regional workshops.
- Support other Schools and Centres by integrating technology modules into their programmes.

KEY RESPONSIBILITIES

Programme Planning & Management

- Lead end-to-end planning of AI and election technology courses, certificate programmes and regional workshops.

- Develop work plans, course development schedules, deployment timelines and monitoring mechanisms.
- Ensure resource planning, vendor coordination, risk management and issue resolution.

Team Leadership

- Manage, mentor and supervise a team of 2–3 Programme/Research/Training Associates and technical staff.
- Allocate module and platform ownership and monitor progress against milestones.

Stakeholder Management & Coordination

- Liaise with EMBs, international organisations, technology partners, domain experts and internal Schools and Centres.
- Coordinate expert panels, curriculum finalisation and nominations for technology programmes.
- Facilitate partnership engagement for the Global Centre for AI and Elections.

Key Internal Interfaces

- **All Schools and Centres** — integration of technology and AI modules into their respective programme offerings.
- **Centre for National Training** — e-learning conversion of national course content and LMS course onboarding.
- **Centre for Research and Innovation** — Group 8 thematic and comparative report coordination.
- **Strategic Programme Management Unit** — Global Theme 2.1 milestone reporting and platform risk escalation.

Technology Programme Execution

- Manage delivery of the Course on AI Governance and Elections, the Certificate Course on AI, Elections & Democratic Governance, and regional workshops.
- Oversee preparation of module content, user manuals, master handbooks and the flagship report on AI and elections.
- Coordinate LMS deployment, security audit closure, course onboarding, content recording and digital module conversion.
- Oversee review of State thematic and comparative reports on Election Technology.

Reporting & Documentation

- Prepare concept notes, course documentation, workshop reports, flagship report drafts, progress reports and dashboards.
- Maintain course repositories, platform documentation and technical records.
- Present periodic updates to senior management.

Monitoring & Quality Assurance

- Monitor programme and platform milestones against timelines.
- Identify technical, security and delivery risks and recommend mitigation.

- Ensure adherence to institutional quality, accessibility and data-security standards.

EDUCATIONAL QUALIFICATION

Essential

- Master's Degree in Public Policy, Management, Technology/Computer Applications, Information Systems, Social Sciences, Governance, International Relations or related discipline from a recognized University/Institution; OR
- Bachelor's Degree in the above disciplines with significant relevant experience in technology programme management, digital learning or institutional coordination.

Desirable

- **Prior experience of LMS or e-learning platform deployment and course onboarding; familiarity with AI governance, data security or digital public infrastructure in the public sector.**

EXPERIENCE REQUIREMENTS

- **Minimum 5–8 years of professional experience in the relevant domain, of which at least 2 years shall be in a supervisory capacity involving direct management of professional staff.**
- Experience in Programme Management, Technology/Digital Programme Management, Training Management, e-Learning, Governance or related areas.
- Experience of managing technology-enabled programmes or platforms.
- Experience in stakeholder engagement with government, technology or international partners.

REQUIRED SKILLS & COMPETENCIES

Leadership & Management

- Strong leadership and team management capabilities.
- Ability to supervise multidisciplinary teams and manage multiple priorities.

Communication & Coordination

- Excellent verbal and written communication skills.
- Strong interpersonal, negotiation and stakeholder management abilities.

Programme Management

- Strong planning, execution, monitoring and reporting skills.
- Ability to manage timelines, budgets, risks and deliverables.

Analytical & Problem Solving

- Strong analytical thinking and decision-making skills.
- Ability to identify implementation challenges and develop practical solutions.

Technical Skills

- Proficiency in Microsoft Office Suite, project management tools, dashboards and presentation software.
- Strong report writing, documentation and presentation skills.

KEY RESULT AREAS (KRAs)

- Delivery of AI and election technology courses and workshops.
- Operationalisation of the Global Centre for AI and Elections.
- Completion of the flagship report and technology knowledge products.
- Deployment, stability and course onboarding of the e-learning platform/LMS.
- Effective supervision of Programme Officers and technical associates.
- Completion of allotted thematic and comparative report reviews.

KEY PERFORMANCE INDICATORS (KPIs)

KPI	Measurement Criteria
Programme Delivery	≥ 95% technology programmes delivered within approved timelines
Course Development	Modules, handbooks and manuals completed against targets
Platform Operations	LMS uptime, course onboarding and audit closure against schedule
Team Management	Effective supervision and performance of assigned team
Stakeholder Coordination	Timely closure of expert, partner and vendor action points
Knowledge Products	Flagship report and thematic reviews delivered on schedule
Reporting & Documentation	100% submission of programme reports and dashboards
Partnership Development	Global Centre engagements and regional workshops delivered
Risk Management	Timely identification and resolution of technical and delivery risks