**Job Description: Vice President – Operations**

**Location:** Preferably Lucknow/Kanpur (open to other locations)  
 **Travel:** Willingness to travel extensively as per business needs  
 **Position Level:** Senior Leadership

**About the Role**

We are seeking a dynamic and result-oriented **Vice President – Operations** to lead our operational strategy, drive efficiency, and ensure seamless execution across business units. This role requires a strong leader with proven expertise in scaling operations, managing large teams, and building process excellence. The VP – Operations will be a key member of the leadership team, directly influencing organizational growth and sustainability.

**Key Responsibilities**

* **Strategic Leadership:** Develop and execute operations strategy aligned with business objectives.
* **Process Excellence:** Drive operational efficiency, implement SOPs, and introduce automation and technology to improve productivity.
* **Team Leadership:** Manage and mentor regional/state operations heads and their teams to ensure effective execution.
* **Business Expansion:** Oversee operations in current and new geographies, ensuring smooth roll-out and scalability.
* **P&L Accountability:** Own operational KPIs including cost control, service delivery, customer satisfaction, and profitability.
* **Cross-Functional Collaboration:** Work closely with Sales, Finance, Technology, and HR to ensure end-to-end operational alignment.
* **Performance Monitoring:** Establish metrics, dashboards, and reporting structures to track efficiency and outcomes.
* **Crisis & Risk Management:** Proactively identify operational risks and implement effective solutions.

**Qualifications & Experience**

* MBA/PGDM or equivalent degree from a reputed institute (preferred).
* 12–18 years of experience in Operations, with at least 5+ years in a senior leadership role.
* Strong background in managing multi-city/state operations.
* Experience in process design, optimization, and digital transformation.
* Proven track record of leading large, diverse teams and achieving scale.
* Excellent communication, negotiation, and stakeholder management skills.
* Willingness to travel frequently across operational locations.

**Key Competencies**

* Strategic thinker with hands-on execution ability.
* Strong analytical and problem-solving skills.
* Leadership presence with ability to inspire teams.
* Resilience under pressure and adaptability to dynamic business needs.
* Customer-first mindset with a focus on service excellence.