

# Programme Support Coordinator

**Location:** Bangalore

**Work Mode:** On-site

**Working Days:** 6 days a week

## About UPAY

**UPAY** is a non-profit organization working towards creating sustainable social impact by addressing grassroots challenges through community engagement, youth participation, and technology-enabled solutions. UPAY works closely with volunteers, educational institutions, communities, NGOs, and other stakeholders to design and implement programmes that create meaningful impact on the ground.

We are looking for a **Programme Support Coordinator** who can support the smooth execution of programme activities in Bangalore by coordinating volunteers, managing logistics, facilitating outreach, and ensuring effective implementation across assigned clusters.

## Key Responsibilities

### 1. Volunteer Management

- Onboard and orient new volunteers and support their integration into programme activities.
- Maintain updated volunteer rosters, schedules, and engagement records.
- Coordinate volunteer availability and deployment for programme activities.
- Provide regular operational support and maintain clear communication with volunteers.

### 2. Programme Coordination & Logistics

- Plan and coordinate zonal sessions, workshops, trainings, events, and other programme activities.

- Manage venues, materials, travel arrangements, participant coordination, and other logistical requirements.
- Ensure activities are planned and executed smoothly and on time.
- Coordinate with relevant teams to resolve operational challenges.

### **3. Outreach & Stakeholder Engagement**

- Organize and conduct outreach activities including college visits, stakeholder meetings, corporate visits, and institutional engagements.
- Develop and maintain relationships with colleges, local partners, community contacts, and other stakeholders.
- Represent UPAY professionally during external interactions and build a strong local network.

### **4. Cluster-Level Programme Execution**

- Support programme implementation across assigned clusters.
- Coordinate with volunteers and local stakeholders to ensure consistent programme delivery.
- Identify and troubleshoot operational issues during field activities.
- Ensure activities are implemented as per programme plans and timelines.

### **5. Training & Capacity Building**

- Support the planning and execution of volunteer and teacher training sessions.
- Coordinate refresher workshops and other learning activities.
- Assist with training materials, participant coordination, attendance, and follow-up.
- Gather feedback from participants and volunteers to improve future sessions.

### **6. Hiring & Onboarding Support**

- Support zone-level volunteer and programme recruitment activities.
- Coordinate candidate communication, interviews, selection-related activities, and onboarding.
- Ensure new team members and volunteers receive the required information and orientation.

## 7. Monitoring & Reporting

- Maintain accurate records of programme activities, volunteer engagement, outreach, and participation.
- Collect participant and volunteer feedback.
- Prepare periodic reports, updates, and activity summaries for the Regional Coordinator.
- Track programme progress against planned activities and timelines.

## 8. Communication & Coordination

- Act as a key point of contact for volunteers and local stakeholders.
- Ensure timely and professional communication through calls, messages, emails, and meetings.
- Coordinate effectively with internal teams and external partners.
- Follow up on pending actions and ensure timely closure.

## 9. Quality & Compliance

- Ensure programme activities are conducted in accordance with UPAY's organizational guidelines.
- Follow safeguarding, code-of-conduct, and other applicable policies.
- Maintain professionalism and ensure a safe and respectful programme environment.

## Key Skills & Competencies

- **Strong coordination and organizational skills** with the ability to manage multiple activities simultaneously.
- **Volunteer and people management** skills, with the ability to motivate and engage diverse groups.
- **Excellent communication skills**, both verbal and written.
- **Stakeholder management** and relationship-building abilities.
- **Event and logistics management** skills.
- **Field execution and problem-solving** ability, especially in fast-changing situations.

- **Outreach and networking skills** for building relationships with colleges, corporates, NGOs, and local institutions.
- **Training facilitation skills** and confidence in interacting with groups.
- **Recruitment and onboarding coordination** experience.
- **Documentation and reporting skills**, with good attention to detail.
- **Time management and follow-up skills** to ensure activities are completed within timelines.
- **Basic proficiency in MS Office/Google Workspace**, especially Excel/Google Sheets, Docs, and presentations.
- Ability to work independently while collaborating effectively with different teams.
- **Willingness to travel locally within Bangalore** for outreach and programme activities.
- Strong ownership, adaptability, and a **solution-oriented approach**.

## Who We Are Looking For

We are looking for someone who is **people-oriented, organized, proactive, and comfortable working on the ground**. The ideal candidate should enjoy coordinating with different people, solving day-to-day operational challenges, and contributing directly to programme implementation.

Prior experience in **NGOs, social impact organizations, education programmes, community engagement, volunteer management, field operations, or programme coordination** will be an advantage.

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**Salary:** ₹20,000 – ₹25,000 per month, based on experience and relevant skills.