

Incubation Operations Manager

Location:

Bootstrappers' Research Council (BRC)
SRM IST Campus, Kattankulathur, Chennai

Reports to: CEO, BRC

Role Description:

The Incubation Operations Manager is responsible for proactively engaging and handling the day-to-day operations of the Incubator. This role involves providing planned, relevant, and timely support from the Incubator to startups in their journey of growth.

The Incubation Operations Manager is fully responsible for planning and implementing the defined and approved incubation processes and ensuring that such processes are effectively and efficiently executed, followed, tracked, and documented. Furthermore, the Operations Manager must ensure planned liaison between startups, investors, mentors, and other key stakeholders in the ecosystem to ensure seamless support to the startups in the BRC Incubation program.

Closely tracking the startup's journey from entry to exit is the responsibility of the Operations Manager. All commercial and operational deliverables are the responsibility of the Operations Manager. He/she is the first SPOC for startups and other ecosystem partners in the sphere of operations of the Incubator.

KRAs:

Incubator Operations

- Manage the day-to-day operations of the incubation programs, ensuring smooth execution.
- Develop and implement incubation processes to support startups in achieving business goals.
- Oversee the selection process of startups, including outreach, evaluation, and onboarding.
- Work closely with your Reporting Manager to ensure the direction and approach to Incubator Operations are successful.

Mentorship & Advisory Services

- Build and maintain a network of mentors, advisors, and subject matter experts to periodically support startups in various areas such as finance, marketing, product development, and scaling.
- Plan and conduct such mentor sessions for startups, track, and document progress.
- Connect startups with the necessary resources, including legal, financial, marketing, and technical support.

Monitoring & Reporting

- Conduct Monthly and Quarterly Review Sessions with the Startup Founders.
- Track and monitor the performance of incubated startups, providing regular updates to leadership and stakeholders.

- Offer data-driven insights and recommend improvements to the incubation program.
- Prepare and provide Status Reports of milestones, e.g., planned vs. achieved by the Startups to your Reporting Manager and CEO.
- Ensure all statutory, financial, and legal documents and agreements pertaining to startups and Incubator Operations are maintained and ready for audits by internal and external auditors.

Stakeholder Management

- Develop partnerships with external stakeholders, including corporate partners, investors, government bodies, and academic institutions.
- Foster strong relationships with key players in the startup ecosystem to enhance the value proposition of the incubator.

Event & Workshop Coordination

- Plan, organize, and coordinate startup events such as demo days, networking sessions, investor meetings, and workshops in consultation with your Reporting Manager and CEO.
- Ensure startups have access to learning and development opportunities through specialized training programs, boot camps, and mentor sessions.

Ecosystem Building

- Actively participate in local and global startup ecosystems, attending industry conferences and networking events.
- Represent the incubation center at various events and forums to attract startups and investors.

Innovation & Community Development

- Foster a collaborative and innovative environment within the incubator.
- Work as a team and ensure the startup community is fully supported.
- Engage with the startup community to maintain a vibrant and active ecosystem.

Qualifications

- MBA with Operations and Finance preferable; Marketing and Sales specialization can be considered.
- 8 - 10 years of total experience, with at least 2 years in startup incubator operations (a must).
- Strong understanding of the startup ecosystem and entrepreneurship.
- Experience working with early-stage companies, particularly in high-tech or innovative industries.
- Excellent communication, mentoring, and leadership skills.
- Proven ability to manage multiple projects and initiatives simultaneously.

- Eye for detail, shrewdness, speed of task completion is a big plus.
- Importantly, work ethics, integrity, commitment, tenacity, and attitude for excellence are crucial criteria for selection of the candidate.

Skills

- Hands-on operations and program management.
- Hands-on financial understanding and knowledge.
- Strong interpersonal and networking skills.
- Team player and team management.
- Problem-solving and analytical thinking.
- Project planning and implementation.

Benefits

- Competitive salary and performance bonuses.
- Opportunities for professional development and growth.
- Access to a dynamic and innovative work environment.
- Networking opportunities with leaders in the startup ecosystem.