

**THE BLIND RELIEF ASSOCIATION, DELHI**  
**JOB DESCRIPTION**

**Position:** Manager - Operations

**Reports to:** Executive Secretary

**Location:** New Delhi

**Organization Overview**

The Blind Relief Association, Delhi is a leading non-governmental organization working for the empowerment of persons with visual disability for eight decades by way of imparting education and skill training. The Association runs a school, college, computer training center, and a vocational training center for persons with visual disability besides a large hostel and other services such as Braille production, audiobook recording, orientation, and mobility training, placement, health care, etc.

**Role Overview**

The Manager - Operations will support the Executive Secretary in managing the day-to-day functioning of the Blind Relief Association. The role will be responsible for the smooth running of programs, trainings, events, infrastructure, vocational training, transport services, and operational support functions. The position also includes managing CSR relationships and ensuring that operational systems and processes are efficient, reliable, and aligned with the Association's objectives.

**Key Responsibilities**

**1. Operations Management**

- Supervise daily functioning of operational staff across school, college, computer and vocational training centers.
- Set up monitoring and reporting systems for efficiency and accountability.
- Track operational budgets and ensure prudent use of resources.

**2. Programs & Trainings**

- Oversee implementation of all training and vocational programs.
- Monitor program quality and ensure regular updates to curriculum and methods.
- Coordinate with faculty and trainers for smooth scheduling and delivery.

**3. CSR & Partnerships**

- Maintain relationships with CSR partners and donors.
- Coordinate preparation of proposals, reports, and documentation required by partners.
- Support initiatives that enhance the Association's partnerships and resource mobilization.

**4. Communications**

- Develop and implement the organisation's overall communications strategy in alignment with the Association's mission and objectives.
- Oversee public relations, media relations, and institutional outreach.
- Develop and edit press releases, newsletters, reports, brochures, speeches, website content, and other communication materials.

- Manage and strengthen the Association's digital presence, including social media and website communications.
- Create compelling stories, campaigns, and content highlighting the Association's work, beneficiaries, programmes, achievements, and impact.
- Supervise consultants, vendors, photographers, designers, and other external agencies where required.
- Maintain an organised communications archive, including photographs, publications, media coverage, reports, and institutional records.

## **5. Other Responsibilities**

- Coordinate volunteer and intern engagements
- Support operations for the Indian Blind Sports Association
- Handle additional tasks as required

## **Requirements**

- **Education:** Master's degree in social work (preferred) or equivalent qualification in development/management.
- **Experience:** Minimum 10 years in operations/administration in the non-profit, development, education, or training sectors.
- Demonstrated experience in communications, managing infrastructure, programs, and multi-functional teams.
- Proven track record in CSR partnerships, donor engagement, and reporting.
- Familiarity with disability or inclusion-focused organizations is an added advantage.

## **Skills & Competencies**

- Strong leadership and people management skills.
- Ability to work as team member
- Excellent communication and partnership-building abilities.
- Sound operational planning capabilities.
- Ability to balance strategic vision with on-ground execution.
- Commitment to values of inclusion, dignity, and empowerment of persons with disabilities.

**Nature:** Contractual, with the possibility of extension subject to performance.

**Remuneration:** Annual CTC will be Rs. 9 lakhs approximately, however this will not be a limiting factor for outstanding candidates.

**How to Apply:** Please submit your updated resume, a cover letter detailing your relevant experience and two references, and a brief statement explaining your interest in working with the Blind Relief Association, Delhi at [careers@blindrelief.org](mailto:careers@blindrelief.org)

**Deadline:** Applications close on 3 October 2026.