

JOB DESCRIPTION

Position Title	Lead Product (ThriveWell)
Department/ Function	Program
Posting Location	Delhi
Travel	Upto 30%
Direct Reporting to	Sr. Program Director

About: Miracle Foundation India

Miracle Foundation India is committed to ensuring that every child grows up in a safe, stable and loving family. We work across ten states, together with government systems, the social workforce and community organizations to prevent unnecessary separation, strengthen vulnerable families and promote Family-Based Alternative Care for children who cannot remain with their biological families.

Our mission is rooted in a simple belief: children thrive when families are supported. Our approach focuses on building the capacity of the social workforce, strengthening public systems and ensuring that responses to children and families are timely, coordinated and grounded in real needs. We remain committed to collaboration, learning and partnership so that every child has the opportunity to grow up in a family.

Key Purpose of the Role

The position will be like a specialist, providing leadership in steering technology processes – automation, technology platforms, and applications at Miracle Foundation India. The position is responsible for representing Miracle Foundation, showcasing its expertise through leveraging technology at partnership & collaboration platforms and for providing requisite support to the Sr. Director, Program.

Key Roles & Responsibilities

Product Management – Leading Role

- The position will steer across the organization's process automation aimed at enhancing productivity and performance
- Manage the product development lifecycle, from inception through launch
- Oversee roadmap execution; maintain relationships, work with internal stakeholders, external developers, vendors, partners, and cross-functional teams to meet deliverables and product goals
- Identify market opportunities and pursue differentiating and modern mobile features
- Rapidly iterate and evolve our mobile apps to meet user needs, and the changing landscape of the child protection sector when it comes to data security and privacy protocols.
- Optimize app releases, app store management, and app store ratings to maximize product adoption and ongoing app engagement.
- Define and track product and impact metrics, in alignment with Monitoring, Evaluation, and Learning (MEL) frameworks.
- Establish strong feedback loops with field teams to continuously inform product improvements based on on-ground realities.
- Develop and implement user adoption and behavior change strategies to drive sustained engagement with digital tool
- Oversee user documentation and training, product support, including quality assurance and release management.
- Design and implement experiments, pilots, and A/B testing to validate product features and improvements
- Work in tandem with the UX research team to ensure the successful development of a particular product
- Integrate product strategy with program design by aligning digital solutions to the organization's theory of change and program outcomes.
- Lead engagement with government stakeholders, partners, and ecosystem actors to drive adoption and integration of digital solutions.

Technology - Supportive Role

- The person should have a good understanding of technology applications and platforms, and should be able to pick up the technology solutions underway at Miracle Foundation, and also guide thinking on how to enable leveraging of this to meet the needs of the social workforce, children, and families.
- The person can be consulted to drive thinking and action on how to leverage technology to facilitate world-class virtual training aimed at meeting the needs of the social workforce, children, and families.
- Providing support and guidance on the improvement and use of existing and emerging technologies
- Drive exploration and adoption of emerging technologies, including AI/ML, to enhance program effectiveness and operational efficiency.
- Handhold and prepare the Miracle team in building a case with the government and civil society to adopt the technology solutions developed by Miracle Foundation.
- Support the Sr. Director, Program Expertise in showcasing the Miracle Foundation's technology expertise in various technical committees of the Government, national, regional, and international networks and forums, F-BAC networks, e-learning platforms, etc.
- Any assignment given by the Regional Director & Sr. Management.

Qualifications, Competencies & Experience

Core Competencies:

- Ability to define product vision, strategy, and roadmap aligned with organizational goals.
- Strong capability to manage the end-to-end product lifecycle from ideation, development, launch, and continuous improvement.
- Good understanding of mobile applications, digital platforms, and emerging technologies relevant to program delivery.
- Ability to identify opportunities for automation and implement technology-driven solutions to improve productivity and performance.
- Ability to incorporate user insights, UX research, and feedback to develop intuitive and impactful products.
- Ability to track product metrics, analyze performance data, and drive improvements based on insights.
- Strong ability to collaborate with internal teams, external developers, vendors, government stakeholders, and sector partners.
- Ability to plan, coordinate, and deliver complex projects while ensuring timelines and product goals are achieved.
- Ability to support teams and partners in adopting technology solutions through training, guidance, and documentation.
- Strong ability to identify new opportunities and develop innovative digital solutions for the social sector.
- Understanding of data protection, privacy protocols, and secure technology practices.
- Ability to communicate technical concepts clearly to non-technical stakeholders and represent the organization in external forums.

Qualification:

- Master's degree or Bachelor's degree in Technology, Computer Science, Engineering, Information Systems, Product Management, or related field.
- Additional qualification or certification in:
 - Product Management
 - Digital Transformation
 - Project Management (Agile / Scrum / PMP)
- Understanding of social sector program delivery or child protection systems is desirable.

Experience:

- 8–12 years of professional experience, with at least 4–5 years in product management or digital platform development.
- Experience managing mobile applications or digital platforms.

- Proven experience in product roadmap development and product lifecycle management.
- Experience working with technology teams, developers, and UX researchers.
- Experience implementing digital tools or platforms in development or social impact sectors is desirable.
- Experience working with government systems, NGOs, or international development organizations will be an advantage.

Child Safeguarding Policy

Any employee, consultant, contractor or the supplier undertaking an activity on behalf of Miracle Foundation India must sign and comply with the Miracle Foundation's India Child Safeguarding Policy which is a statement of Miracle Foundation's India commitment to preventing abuse and protecting children with whom it comes into contact.

This extends not only to children with whom Miracle Foundation India and its partners work directly with, but also includes children whom staff are responsible for. Miracle Foundation India believes that the situation of children must be improved through the promotion of their rights supported and demonstrated by all members of staff. Miracle Foundation's India Code of Conduct sets out the standards to which all staff members must adhere.

PSEAH (Policy on Prevention of Sexual Exploitation, Abuse and Harassment)

Any individual associated with Miracle Foundation India, including employees, consultants, interns, volunteers, contractors, and suppliers engaged in activities on behalf of the organization, is required to sign and adhere to the Prevention of Sexual Exploitation, Abuse, and Harassment Policy (PSEAH). This policy mirrors Miracle Foundation India's unwavering commitment to preventing any form of exploitation, abuse, or harassment and ensuring the safety and well-being of all individuals with whom the organization interacts.

This commitment extends beyond direct beneficiaries to encompass anyone for whom Miracle Foundation India and its partners assume responsibility. Upholding the belief that the circumstances of individuals, especially vulnerable populations such as children, must be enhanced through the promotion of their rights, Miracle Foundation India mandates compliance with the Prevention of Sexual Exploitation, Abuse, and Harassment Policy as an integral component of its overarching Code of Conduct. The Code of Conduct establishes the ethical standards and behavioural expectations to which every staff member must strictly adhere, thereby fostering a secure and respectful environment for all.

Application Process

Interested candidates can submit their resume and a brief cover letter outlining motivation and suitability for the role to hr@miraclefoundation.org.

For more information about our work and impact, please visit our website <https://miraclefoundationindia.in>

Additional Information

Ethics & Integrity: Ethics and integrity are core to our organizational culture and are embedded in our daily operations, decision-making, and annual performance evaluations.

Background Verification: Please note that background and reference checks are standard procedures in our hiring process.

Data Privacy: By submitting your application and resume, you acknowledge and consent to the collection and processing of your personal data solely for recruitment purposes, in accordance with the provisions of the Digital Personal Data Protection Act, 2023

Diversity & Inclusion: We are an equal opportunity employer and are committed to building a diverse and inclusive workplace. Individuals of all genders, backgrounds, abilities, and identities are encouraged to apply.