

Creative Director of Financial Innovation Lab

Center for Knowledge Societies (CKS) is India's leading innovation consulting practice which helps organizations systematically develop context specific products, services, and system based on an understanding of user needs and behaviour. CKS' structured approach to user-centered innovation has helped corporates, nonprofits and governing organisations in emerging economies all over the world. CKS' cross-sectoral working expertise spans across healthcare, financial products and services, education, IT and telecom, consumer durable, and agriculture.

In partnership with Bill and Melinda Gates Foundation and the Government of Bihar, CKS has launched the Bihar Innovation Lab in 2014 which aims to apply a user-centered approach to the design of public health service delivery in order to address the critical public health challenges of Bihar. CKS is also currently running the READ Alliance, a project funded by USAID, which focuses on the development and promotion of reading skills amongst primary school age children using mobile technologies. CKS is now launching the Financial Innovation Lab, which will aim to impact the adoption and usage of financial products and services by low income customers in urban and rural contexts of India by applying user-centered approaches to design and delivery of these products.

CKS is currently looking to hire a Director for anchoring the Financial Innovation Lab, which will run projects funded by major donors. The Director will act as the architect of CKS' Financial Services future. The Director would also be responsible for providing thought leadership around planning and delivery of innovation projects to meet CKS standards of quality and ensure client satisfaction. He/she would be expected to build a cutting edge teams for different projects, striking an optimal balance between researchers, designers, and other domain specialist professionals. The Director would be expected to orient and capacity enable the team around application of user-centered methodologies such that CKS is ideally equipped to take up innovation projects.

Designation: Creative Director : Financial Services (Financial Innovation Lab)

Location: New Delhi

Work Experience: 3 - 6 years

Compensation : 7- 9 Lacs / Annum

Educational Qualifications: Masters in design and/or social science (anthropology, sociology, psychology). Candidates with multi-disciplinary background would be preferred.

Key Job Responsibilities :

Project Delivery

- Plan different stages of projects with project managers and supervise creation of implementation tools, such as detailed timelines and task allocation

- Assign, schedule and monitor all project work to ensure progress according to expected guidelines and completion of tasks on time and within budget

- Supervise end to end delivery (from research to ideation and validation of concepts) by providing strategic guidance to the project manager and other team members

- Provide orientation and training to different project teams around user-centered design to ensure successful project delivery

- Oversee the activities performed by project managers and team members and ensure alignment with client's expectations

- Provide quality assurance and ensure client satisfaction at different stages of the project

- Guide creation of knowledge properties at different stages of the project, such as blogs, project reports, publications

Required Skills

- Domain expertise around design of financial products and service delivery for low income population in India

- Strong orientation towards tools and techniques of user-centered design

- Strong analytical capabilities and ability to think about design at a systems level

Strong written and verbal communication skills
Excellent project management skills, including client management
Excellent planning and time management skills
Ability to work under pressure, in teams and independently, and multi-task

Interested candidates please share your resumes, writing samples, and/or design portfolios with the HR Manager, AlokKulhar at alok.kulhar@cks.in, or careers@cks.in

For more information please visit our website at www.cks.in