

Job Description

Position: Senior Manager – Operational Excellence SME

Department: Training & Development

Reports To: Director – Training & Development

Location: iCEM Office or as required by the organization

Transport: Daily Pick up and Drop from Ahmedabad is available to iCEM employees

About iCEM

iCEM is an autonomous institution established by the Government of Gujarat under the auspices of the Gujarat Mineral Development Corporation. With a vision to be India's leading institute for enabling sustainable mining from societal, environmental and commercial standpoints, iCEM aims to catalyse growth of the mining sector, helping it become more efficient, safe and sustainable.

Recognising the ever-evolving mining landscape and its impact on both economic growth and the environment, iCEM adopts a comprehensive approach that encompasses capacity building and skill development, developing knowledge resources, evaluating best-in-class technologies, validating breakthrough innovations for adoption in GMDC, and forging strategic collaborations with reputed national and international institutions.

Address:

Opp. Kensville Golf Resort,

Devdholera Village,

Off. Bavla - Rajkot Highway,

Ta: Bavla, Dist.: Ahmedabad,

Gujarat (India) – 382 240

This is contractual position initially for a period of 3 years extendable based on performance. Position will be based at iCEM Dev Dholera Campus, Ahmedabad.

Role Purpose

The Senior Manager – Mining Operational Excellence SME will be responsible for building and leading the Operational Excellence training practice at iCEM as a revenue-generating capability-building vertical.

The role combines deep mining operations expertise with training design and business development to translate operational challenges into structured learning interventions. The incumbent will design and scale training programs that improve productivity, efficiency, and cost performance across mining operations, while supporting client acquisition and practice growth.

Key Responsibilities

1. Practice Development & P&L Ownership

- Build and scale the Mining Operational Excellence training practice into a sustainable and profitable business line.
- Define training offerings such as operator capability development, supervisor effectiveness programs, mine productivity improvement workshops, and certification programs.
- Develop short- and long-term growth strategy for Operational Excellence capability building.
- Drive revenue generation through training programs, certifications, and institutional partnerships.

2. Domain Expertise & Solution Development

- Provide subject matter expertise across the mining value chain (mine planning, drilling & blasting, excavation, hauling, maintenance, logistics and closure).
- Design structured training curricula, learning journeys, and certification programs focused on productivity, cost optimization, and operational efficiency.
- Translate real operational challenges into practical, field-relevant training modules and case-based learning.

3. Support Business Development & Client Acquisition

- Work with business development teams to identify and support acquisition of training mandates across mining organizations.
- Engage with mine heads, operations leaders, and HR/L&D teams to understand capability gaps.
- Co-create customized training solutions aligned to client operational challenges.
- Drive repeat business and long-term client partnerships

4. Market Intelligence & Thought Leadership

- Track trends in mining productivity, workforce capability gaps, and skill requirements.
- Develop insights on training needs linked to operational performance.
- Publish knowledge papers, training modules, and case studies on operational excellence in mining.
- Represent iCEM in training forums, mining workshops, and industry platforms.

5. Partnerships & Ecosystem Development

- Build partnerships with mining institutes, OEMs, and domain experts to enhance training content and delivery.
- Collaborate with industry bodies and mining companies to co-develop certification programs.

- Strengthen iCEM's positioning as a center of excellence for mining capability development.

6. Learning Effectiveness & Content Improvement

- Monitor learner engagement, course completion, and feedback from digital and instructor-led programs.
- Use learning analytics and client feedback to continuously improve content quality and learning impact.
- Update learning content periodically to reflect regulatory changes, technological developments, and evolving industry practices.

Stakeholder Interfaces

Internal

- Internal Training Management Team and LMS / Technology Team
- Business Development & Client Engagement Teams
- Internal senior leaders at mines and corporate office

External

- Mining Industry Experts and Consultants
- Academic Institutions and Technical Experts
- Clients and Industry Associations and Sector Bodies

Key Competencies

- Strategic Mindset
- Operational Excellence
- Stakeholder Management
- Customer Orientation
- Sustainability Focus
- Pioneering Spirit
- Effective Communication

Qualifications

- Master's / Bachelor's degree in Mining Engineering from Premier Institute
- Postgraduate degree in Mining / Operations / Management preferred
- Certifications in Training, ISO, Lean, Six Sigma, or Operational Excellence will be an advantage

Experience

- 12–15 years of experience in mining operations (mandatory)

- Strong hands-on exposure to production, equipment utilization, and mine operations
- Experience in training, capability development, or knowledge transfer roles preferred
- Experience in designing SOPs, training modules, or operational frameworks is desirable
- Exposure to consulting, transformation, or performance improvement initiatives is an advantage
- Demonstrated experience in building or scaling a training/practice area is highly desirable

Key Success Indicators

- Successful establishment and growth of Operational Excellence training practice
- Achievement of revenue targets through training programs and partnerships
- Number and quality of training programs developed and delivered
- Measurable improvement in client workforce capability
- Strong client feedback and repeat engagements
- Recognition as a capability-building leader in mining operations