

## HR SENIOR MANAGER

With increased urbanisation in India, the issue of urban poverty is on the rise - and will magnify if not tackled collectively. And no-where in India is this problem more pronounced, than in Mumbai. The **urban poor struggle to survive, and are deprived of basic human needs** – water, sanitation, nutrition, health and shelter. Inadequate access to healthcare, education and livelihood opportunities keeps them vulnerable.

Apnalaya works with the urban poor- Enabling access to basic services, healthcare, education and livelihoods; Empowering them to help themselves; and Ensuring provision of civic entitlements through advocacy with the government.

Our range of programs work at three different levels to help uplift the urban poor:

- **INDIVIDUAL** - We enable access to basic civic amenities, healthcare, education and livelihoods – necessary for individuals to survive, feel secure and grow.
- **COMMUNITY** – We empower the community to help themselves, by building their capacity as Volunteers.
- **GOVERNMENT** – We ensure the provision of civic entitlements through advocacy with the government.

The HR Manager upholds Apnalaya’s ethics and values and ensures their internalization and adherence among all the staff; manages and updates policies as per the laws of the land and the values of the organization; on-boards and nurtures human resources that strive for the fulfillment of organizational objectives and mission. Our ideal HR - Manager has strong gender sensitivity and is a secular and compassionate human being.

The Manager Reports to the COO for everyday operations and management and to the CEO for policy level changes and the development of organizational values and culture.

**Location:** Chembur, Mumbai

Reports to the CEO

### A. KEY RESPONSIBILITIES

#### Advice and Support:

- Act as the first point of contact in relation to all internal/external HR related inquiries
- Take a pro-active approach in advising Directors and Managers on statutory changes and developments in best practice

- Input into the annual planning process – advising on most effective staffing structures and timescales/costings for recruitment
- Support and counseling in any employee relation issues, including grievance and disciplinary issues. Liaise with external professionals as required

#### **Policies and Compliance Responsibilities:**

- Create and monitor an HR system in compliance with organizational objectives
- Create comprehensive HR policies and procedures that comply with federal and state laws; update as necessary
- Identify legal requirements and government reporting regulations that affect human resource function. Ensure organization is in compliance with legal requirements.
- Update policies and procedures, and educate staff regarding compliance accordingly

#### **Operational Responsibilities:**

- Responsible for recruitment and retention and on-boarding of staff
- Work with Program Directors to identify staffing needs and help identify hiring potentials
- Responsible for planning and managing HR budget.

#### **Staff Welfare:**

- Look after employees' welfare (PF, Gratuity, Promotion, and Increment), manage and improve employee relations; provide guidance and counseling with regard to grievances and complaints; oversee the process of exit interview; advise the Senior Leadership Team to ensure all staff function at their optimal level; recommend and plan pay structure, increments and revisions; provide guidance and support on Medi-claim, Gratuity and leave rules to employees on a regular basis;
- Develop and plan an organizational training plan, help find the suitable trainer/facilitator, coordinate training delivery and evaluate the effectiveness of the programme
- Liaise with relevant resources – individual/organizations/institutions to provide opportunities for professional development to staff

#### **Appraisals:**

- Conduct annual job evaluations

- Plan, monitor and implement employee performance appraisal. Train managers on appraisal system, and coach employees accordingly
- Address grievances regarding employee appraisals; provide counseling to staff as needed and appropriate

## **QUALIFICATIONS & EXPERIENCE**

### **Qualification and Skills**

1. Master of Social Work in HRM
2. MBA in Human Resource Management
3. A minimum of 7-8 years of experience as HR Manager, of which at least 2 years in the not-for-profit sector (desirable)
4. Comfortable in English and Hindi
5. Basic computer skills (Word, Excel, PPT)

### **Competencies**

1. Strong communication
2. Strong analytical and critical thinking
3. Networker/People's person

## **BEHAVIOURAL COMPETENCIES**

A team player, solution-oriented, self-driven professional with strong sense of empathy, equity, constitutionalism, integrity and ownership.

**[Send your application to: hr@apnalaya.org](mailto:hr@apnalaya.org)**