### Job Description -

<table>
<thead>
<tr>
<th>Designation</th>
<th>Director - Human Resources &amp; Administration</th>
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</thead>
<tbody>
<tr>
<td>Program</td>
<td>Central Operations</td>
</tr>
<tr>
<td>Location</td>
<td>Santacruz, Mumbai</td>
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<tr>
<td>Reports to</td>
<td>Chief Operating Officer</td>
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<tr>
<td>No of Direct Reporting</td>
<td>5</td>
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<tr>
<td>Total Team size</td>
<td>22</td>
</tr>
<tr>
<td>Employment Level</td>
<td>Director</td>
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### ABOUT SNEHA

A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women’s health is essential to building viable urban communities. SNEHA is 450+ person strong, innovative and progressive organization that works on health and nutrition in urban slum pockets with women and their families. SNEHA follows the life-cycle approach to health and nutrition, by intervening at critical junctures (adolescence, preconception, conception, pregnancy, postnatal, infancy and toddlerhood, family planning) to ensure improved health and nutritional outcomes for women and children living in some of Mumbai’s most vulnerable and deprived slums and in the Mumbai Metropolitan Region (MMR) as well. SNEHA recognizes that, in order to improve urban health standards, our initiatives must target both care seekers and care providers. We work with communities residing in informal settlements to empower women and communities to be catalysts of change in their own right and collaborate with existing public health systems and health care providers to create sustainable improvements in urban health. We have currently 6 programs running across SNEHA which are Maternal and Child Health (MCH), Empowerment Health and Sexuality of Adolescents (EHSAS), Prevention of Violence against Women and Children (PVWC), Public Systems Partnership (PSP), SNEHA Shakti, Palliative Care and various domains/departments under Central Operations, Research & Information Management.

### Purpose of the role

The role is expected to align the human resources of the organization to the organization strategy, build staff capability and leadership and ensure smooth operational processes in the human resources function. The role is also expected to oversee general administration of the organization to enable smooth administrative functioning of programs and domains.

### THE PROFILE

#### RESPONSIBILITIES

**Human Resources:**

- Translating the organization strategy and goals into an HR strategy and providing inspirational leadership
- Providing strategic counsel and managing implementation on all people matters, managing employee relations, conflict resolution, employee welfare services etc.
- Developing and implementing the HR function with a strategic focus on staffing & recruitment, policy, compensation & benefits, governance, talent management, culture and performance management in line with organization goals.
• Managing capacity building, staff orientation, leadership development
• Managing labour law and other regulatory policy compliances;
• Ensuring open and transparent communication channels in the organization and implement HR strategies, systems, policies and procedures to the last level.
• Review and draft contracts, agreement and internal policies and ensure that they are in compliance with all statutory or legal requirements and disseminate policies across the organization.
• Leading the analysis of employee feedback and data, with the aim of creating a better working environment and engaged culture
• Creating and managing the HR budget
• Reviewing Mid-Year and Annual Appraisal and derive analytical and impactful outcomes
• Arrange or conduct behavioural and professional competency trainings and people development workshops along with the capability building resource
• Maintaining sound documentation and recording systems for the HR function
• Managing statutory, internal and donor auditors queries with respect to the HR function
• Synergy/ ERP Management
• Any other work that may need to be addressed

Administration:
• Day-to-Day administrative to enhance and keep up the productivity.
• Providing safe and hygienic work environment for smooth flow of work so as to achieve efficiency by ensuring proper housekeeping schedule at all offices and centers
• Formulating operating budgets related and taking adequate measures to ensure optimum utilization of available funds towards the accomplishment of SNEHA objectives. Creating and managing the administration budget for the domain as well as across SNEHA
• Planning & monitoring security arrangements involving preparing security plans & deployment of security personnel; coordinating with other forces to spearhead operations to safeguard staff and materials
• Review and draft contracts, agreement and internal administrative & purchase policies and ensure that they are in compliance with all statutory or legal requirements and disseminate policies across the organization and ensure that they are updated periodically. Ensure training of all teams within the organisation including OFAC processes
• Negotiation of contracts, vendor management/ empanelment with tendering process, fixed asset management and purchase management and maintenance of records, including assets tagging and tracking and periodical verification of fixed assets, rental/lease/ facility management. Also ensuring Annual Maintenance Contracts are entered as required and maintaining central data of such contracts.
• Responsible for procurement across the organisation and ensure that appropriate documentation for audit purpose and compliance.
• Responsible for event Management and ensuring centralized database for venues. Lead and personally oversee large events for coordination, better service delivery
• Standardizations of processes, products required, services required for ease of operations.
• Ensuring office space is available for staff to operate from. Oversee negotiation, contracts, manage vendor relationships and act as primary liaison with SNEHA’s landlords. Also oversee and be accountable for the maintenance of the SNEHA central office (Santa Cruz) for is maintenance, seating arrangements, maintenance, any other requirements as needed to ensure the central office is functioning smoothly. Also oversee the management of OPD (Clinic), oversee the staff posted in the OPD (Doctor, Pathologist) for better service delivery
• Understanding the ERP (Synergy) for Admin Automation and ensure everyone is following the process laid out as per software for all processes. Take periodic feedback from the Admin/ Program team on the performance of the ERP and discuss with IM / Seniors for changes that needs to be done in the software as needed.
• Managing statutory, internal and donor auditors queries with respect to the administration function
• Managing entire Administration team across SNEHA, performance tracking, periodic reviews at various levels
• Any other work that may need to be addressed

**MANAGEMENT & REPORTING**
• Weekly Review Meeting, analysis and reporting
• Monthly reports and KRA’s for HR & Admin
• Budget vis-à-vis expenditure analysis reporting
• Inventory and Stock Management report

**EDUCATION QUALIFICATION REQUIRED:**

Post Graduate Degree in Human Resources Management & Administration, Operations or Finance
• 15+ years working experience in the HR & Administration field
• Experience of handling large teams spread across multiple locations
• Updated knowledge on HR laws, practice and policies

**DESIRABLE**
• Worked with an NGO in a similar capacity

**ESSENTIAL SKILLS FOR THE ROLE**
• Commercial Acumen - Being able to understand NGO finances, resourcing and the ultimate aims of the NGO is important
• Professional Expertise - A strong working knowledge of HR, admin, procurement and facility management processes, experienced best practices and processes for in HR/Admin as well as experience of handling complex operations, good understanding and exposure to working in ERP (or) an working experience in working in an automated environment for procurement / distribution / asset tracking and admin related activities.

• Coaching and Mentoring - Proficient in developing management and leadership skills at all levels

• Trust and Integrity - This incumbent interfaces with the CEO, ED and COO and the senior management on a regular basis and thus a trusted confidante on people issues, unafraid of giving your unbiased opinion and expertise

• Role Model - As a senior member, the incumbent is expected to demonstrate and lead on the values, initiatives and culture of the organisation

DESIRABLE SKILLS FOR THE ROLE

• Organizational Skills - personal efficiency, time management skills and the ability to prioritize competing demands

• Communication Skills - The incumbent is expected to lead the HR & Admin team, managing diverse personalities and viewpoints. Consequently, emotional intelligence, the ability to build relationships and collaborate with others is vital

• Agility - Flexibility and ability to work on multiple projects and tight schedules and handle ambiguity

• Diversity - Ability to work comfortably with diverse populations, with sensitivity to issues concerning health, nutrition and violence.

• Influencing - Ability to articulate in a compelling fashion what’s good for the organization from an HR & Admin perspective.

• This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated from this role. Other tasks may be assigned as necessary according to organizational need.

Applications to be sent via email amrita.srivastava@snehamumbai.org with Subject line: “Director - Human Resources & Administration”