

Manager - Human Resource & People Operations

Satyarthi Movement for Global Compassion (SMGC)

Location: New Delhi, India

Employment Type: Full-time

Reports to: COO

About the Role

The Manager-Human Resources & People Operations will lead the development, implementation and continuous improvement of SMGC's people systems, processes and practices.

Reporting to the COO, this role will be responsible for talent acquisition, people operations, performance management, employee engagement, learning and development, compliance, HR digitisation and workforce analytics.

The ideal candidate is a hands-on HR professional who can build systems, improve processes, solve problems and support organisational growth while operating effectively in a dynamic and resource-conscious environment.

Key Responsibilities

1. Talent Acquisition & Workforce Planning

- Lead end-to-end recruitment across all functions and levels.
- Partner with department heads to understand current and future hiring requirements.
- Build talent pipelines for critical and recurring positions.
- Develop structured recruitment and selection processes.
- Ensure timely and quality closure of vacancies.
- Track and improve recruitment metrics including time-to-hire and hiring effectiveness.

2. People Operations

- Manage the complete employee lifecycle from onboarding to separation.
- Maintain employee records, contracts and HR documentation.
- Administer attendance, leave and HRMS processes.
- Coordinate confirmation, promotion, transfer and exit processes.
- Maintain and periodically review HR policies, procedures and employee handbook.
- Ensure employee data confidentiality, accuracy and integrity.

3. Performance Management & Organisation Development

- Own and manage the organisation's performance management framework.
- Facilitate alignment of organisational goals, departmental targets and individual KPIs.
- Work with managers to define and maintain role-specific KRAs, KPIs and job descriptions.

- Coordinate performance review cycles and ensure timely completion.
- Support talent reviews, succession planning and performance improvement processes.
- Support organisation structure reviews and role clarity initiatives.

4. Employee Engagement & Culture

- Design and implement employee engagement initiatives.
- Conduct employee feedback and engagement surveys.
- Develop recognition and appreciation programmes.
- Support employee well-being initiatives.
- Help strengthen a culture of accountability, collaboration and continuous improvement.
- Support conflict resolution and employee relations matters.

5. Learning & Development

- Conduct training needs assessments.
- Develop and implement annual learning and development plans.
- Coordinate internal and external training programmes.
- Support leadership development initiatives.
- Develop competency frameworks and capability development plans.
- Measure and report training effectiveness.

6. Compliance & Governance

- Ensure compliance with applicable labour laws and statutory requirements.
- Coordinate POSH implementation and compliance.
- Maintain statutory records and HR compliance documentation.
- Support internal and external audits.
- Ensure consistent implementation of HR policies and governance requirements.

7. HR Systems, Analytics & Continuous Improvement

- Lead HR process digitisation and automation initiatives.
- Evaluate and implement HR technology solutions.
- Develop and maintain HR dashboards and workforce analytics.
- Provide regular reports on headcount, attrition, recruitment, leave, performance and training metrics.
- Identify opportunities to improve HR efficiency, effectiveness and employee experience.
- Develop and maintain HR SOPs and process documentation.

8. HR Budget & Resource Planning

- Prepare and manage the annual HR budget in collaboration with the COO and Finance Manager.
- Monitor HR expenditure against approved budgets.

- Evaluate the effectiveness and return on investment of HR initiatives.
- Support workforce planning and manpower cost forecasting.

Qualifications & Experience

Essentials

- Master's degree in Human Resources, Personnel Management, Business Administration, Organisational Development or a related discipline.
- 8–12 years of relevant HR experience.
- Demonstrated experience in recruitment, HR operations, performance management and employee engagement.
- Strong knowledge of Indian labour laws and HR compliance requirements.
- Experience building or improving HR systems, policies and processes.
- Strong communication, stakeholder management and problem-solving skills.
- High proficiency in Microsoft 365 / Google Workspace and HR technology platforms.

Preferred

- Experience in a high-growth organisation, startup, social impact organisation, educational institution or mission-driven organisation.
- Experience implementing HRMS platforms, workflow automation and digital HR solutions.
- Exposure to organisational development and change management initiatives.

What Success Looks Like

Within the first 12–18 months, the successful candidate will have:

- Improved recruitment turnaround times and hiring quality.
- Strengthened HR policies, processes and compliance systems.
- Established a robust performance management framework.
- Improved employee engagement and retention.
- Implemented meaningful HR digitisation and automation initiatives.
- Built reliable HR dashboards and workforce analytics.
- Enhanced manager satisfaction with HR support and services.
- Created scalable people systems capable of supporting organisational growth.

Ideal Candidate Profile

We are looking for someone who is:

- A builder rather than a maintainer.
- Comfortable balancing strategic thinking with hands-on execution.
- Digitally savvy and enthusiastic about process improvement.
- Resourceful and capable of delivering results with limited resources.
- Organised, detail-oriented and accountable.
- Committed to continuous learning and improvement.
- Passionate about people, institution-building and social impact.

Compensation

Remuneration will be commensurate with the candidate's experience and expertise.

How to Apply

Please fill out the application form by clicking on this link: -

<https://forms.gle/p2GqacYhXqrbf8m98>

About Satyarthi Movement for Global Compassion (SMGC)

At the Satyarthi Movement for Global Compassion, we believe compassion is not a soft emotion — it is a powerful force for transformation. We are building a world where compassion shapes how individuals, institutions, and societies think, decide, and act.

Our Verticals

SMGC's work is spread across three verticals:

- **Ignite:** Learning and leadership programs for individuals, institutions, and societies, anchored in the Satyarthi Compassion Quotient™ (SCQ) – a proprietary framework to evaluate, cultivate, and enhance Compassion
- **Impact:** Catalysing grassroots transformation by empowering children, youth, and women with a focus on democratic participation and sustainable impact. Our initiatives are targeted at dismantling structural oppression, child exploitation, and gender discrimination, amongst other social challenges
- **Inspire:** Creating meaningful dialogue and discourse with Nobel Laureates, change makers, thought leaders, and community voices to drive urgent, collective action to the grand challenges of humanity