

## JOB DESCRIPTION

# Assistant Manager – People Operations

## About the role:

Reporting to the People Operations Lead, as the Assistant Manager - People Operations, you will ensure that the processes and interventions related to people operations at Cuddles are carried out most efficiently and effectively.

As Assistant Manager - People Operations, you will be responsible for ensuring that the organisation's culture is maintained and all communication (onboarding, rewards, recognition and exits) through the lifecycle of an employee is in line with the same.

## Responsibilities (80% of the time):

- You will ensure all vacancies are closed within expected timelines, including smooth collaboration with relevant internal and external stakeholders.
- You will ensure a smooth onboarding experience for all recruits, including but not limited to timely completion of formalities, introduction to team members, and organisation of hospital visits.
- You will establish a strong connection with people on the floor based on trust and build credibility through the timely resolution of issues, including highlighting potential problems to the management on time.
- You will manage payroll accurately and efficiently, including attendance and time management, ensuring necessary deductions and deposits, provisions, etc.
- You will ensure every individual is clear about expected outcomes and relevant performance metrics. You will also partner with team leads and facilitate periodic assessments and timely feedback.
- You'll collate training needs across teams periodically and facilitate identified interventions at least once every quarter for HO teams.
- You will ensure employee records are kept accurately and are up to date.
- You will manage employee exit processes efficiently, including documentation, timely settlement of dues, conducting exit interviews, presenting findings etc.

## Additional Responsibilities (20% of the time):

- You will collaborate with relevant stakeholders on the automation of the HRMS, including testing, adoption, and execution.
- You will work with the leadership team on new initiatives to build engagement within the teams and deliver on the activities required for Cuddles to become an employer of choice.
- You will support the team on the 3 major learning events in the year.

## Must-Haves:

- Bachelor in business management / Master in management with a specialisation in HR preferred.
- 4-8 years of HR experience (HR generalist experience preferred).
- Proficient knowledge of MS Office, especially comfortable with excel, powerpoint, and google docs.
- Excellent writing/editing and verbal communication skills.

## Skills:

### **You get things done.**

You're a great multitasker capable of simultaneously managing multiple projects with different deadlines. You follow through on every job, no matter how big or small. You live for hitting deadlines and understand the importance of keeping on schedule.

### **You have great interpersonal skills.**

You're a natural people-person with excellent interpersonal skills and influencing ability. You're high on empathy, with an appreciation of the social and cultural backgrounds of individuals. You are able to balance this with a no-nonsense approach towards working with people.

### **You're a communication ace.**

You keep everyone in the know so that the job gets done efficiently and effectively. You know when to ask for help, when to listen, and when to speak up. And you're known for your professional candour.

## Location: Mumbai

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