

## JOB DESCRIPTION

# Head – People Operations

## About Cuddles Foundation:

Established in 2013, we have been working with government and charity cancer hospitals, enabling them with trained paediatric oncology nutritionists and food aid so that more children may win the battle against cancer. We have our nutrition centres in 40+ public hospitals across 14 states and received the National Award for Child Welfare, 2015-16. We aim to give every child fighting cancer in India a chance at a cure.

## About the role:

As an HR Business Partner at Cuddles Foundation, you will be instrumental in aligning our HR strategies with the organisation's mission. **Your role encompasses providing strategic HR guidance to senior management**, analysing HR metrics for data-driven decision-making, and fostering a supportive workplace environment. You'll tackle complex employee relations, enhance organisational productivity and morale, and **develop HR policies that reflect both best practices and our unique ethos**. Additionally, you'll lead workforce planning and talent management, champion diversity and inclusion, and ensure legal compliance, all the while serving as a change agent to maintain our core values and culture during growth and development phases.

## Responsibilities:

- You will provide strategic HR guidance to senior management, aligning HR strategies with the organisation's mission and goals.
- You will analyse HR metrics to support data-driven decision-making, ensuring effective resource allocation and organisational efficiency.
- You will lead engagements that foster a positive and supportive workplace environment, addressing complex employee relations issues and promoting employee morale.
- You will enhance organisational productivity by implementing initiatives that optimise employee performance and engagement.

- You will develop and update HR policies that align with best practices and the organisation's unique ethos, ensuring a consistent and fair approach to employee management.
- You will lead workforce planning efforts, anticipating talent needs and developing strategies to attract, retain, and develop a high-performing workforce.
- You will implement talent management practices to identify, nurture, and leverage the skills and potential of employees, contributing to long-term organisational success.
- You will ensure HR practices and policies adhere to legal requirements, providing guidance to mitigate risks and maintain compliance with relevant labor laws and regulations.
- You will serve as a change agent during growth and development phases, preserving and promoting the organisation's core values and culture. You will actively contribute to maintaining a cohesive and positive workplace culture.

## **Must-Haves:**

- MBA / Post Graduate in Management
- 10+ years of experience
- Generalist HR experience will be preferred
- Strong knowledge of HR best practices, labour laws, and compliance requirements.
- Excellent communication, interpersonal, and negotiation skills.
- Proven ability to develop and implement HR strategies to support organisational goals.
- Passion for Cuddles Foundation's mission and values.

## **Skills:**

### **You think strategically.**

You are able to use data and your own critical thinking abilities to solve complex problems and plan for the future. You seek advice where necessary and are not afraid to take risks.

You never forget organisational purpose in your decision making.

### **You are a master negotiator.**

You are able to ensure the best outcome for the organisation in your negotiations with employees / partners. You communicate the needs of the organisation very clearly and are

able to understand the other party's messages due to your active listening skills. This allows you to find solutions that are best for all concerned parties.

**You are able to mediate and resolve conflict.**

You have a high emotional quotient and are able to collaborate to resolve conflicts between parties. You are able to clearly separate the personal from the professional and

**Location: Mumbai**

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