

## JOB DESCRIPTION

# Sr. Associate – People Operations

## About the role:

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

As a Senior Associate - People Ops, you will be responsible for bringing our people together and supporting them through their journey with Cuddles in line with the organisation's culture and values. You will ensure that people are taken care of, rewarded and secure in their roles. You will be the custodian of all processes like people management strategies, onboarding, recruitment, performance management, goal setting and employee engagement.

## Responsibilities:

- You will manage the recruitment process end-to-end, ensuring timely closure of vacancies and smooth collaboration with stakeholders.
- You will ensure that all employee records, offers and contracts are rolled out and maintained as per expectations, accurately and up to date.
- You will liaise with the compliance partner and finance team to ensure that all People Ops-related compliances are up to date and followed.
- You will facilitate seamless onboarding for new hires, including timely formalities completion and induction planning. You will manage the exit processes, including exit interviews, documentation and settlement of dues.
- You will build trust and credibility with the teams 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 will be actively involved in implementing and managing all the organisation's training needs.
- You will collaborate with relevant stakeholders on the automation of the HRMS, including testing, adoption, and execution.

## **Must-Haves:**

- Bachelor in business management / Master in management with a specialisation in HR preferred.
- 4-6 years of HR experience (HR generalist experience preferred).
- Proficient knowledge of MS Office, especially comfortable with Excel, PowerPoint, and Google Docs.
- Proficient knowledge of HRMS systems and knowledge of KEKA is preferred.
- Excellent writing/editing and verbal communication skills with strong relationship-building 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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