

JOB DESCRIPTION

Sr. Associate – People Operations

About the role:

Reporting to the Manager - People Operations, the Associate – People Ops plays a vital role in supporting the smooth execution of all core HR processes at Cuddles. This role is responsible for assisting in end-to-end recruitment, onboarding, maintaining accurate employee records, and coordinating employee engagement and welfare activities.

The Associate will help maintain a strong candidate pipeline and alumni database, ensuring readiness for future hiring needs. Acting as a reliable point of contact for employees, the Associate builds trust and credibility by addressing routine HR queries and escalating issues when necessary.

Responsibilities (80% of the time):

- Support the recruitment process end-to-end, ensuring timely closure of vacancies and smooth collaboration with stakeholders.
- Update and maintain employee records accurately and regularly.
- Facilitate seamless onboarding for new hires, ensuring timely completion of formalities and induction planning.
- Maintain a database of prospective candidates to meet upcoming requirements and provide a sufficient talent pipeline.
- Assist in creating and maintaining the Alumni (ex-employees) database and coordinate with alumni for events and potential re-engagement opportunities.
- Coordinate with the Event Team to implement employee welfare activities.
- Build trust and credibility with team members through timely resolution of queries or issues, escalating concerns to management as necessary.
- Assist team leads in clarifying expected outcomes and performance metrics; support periodic assessments and timely feedback for new employees.
- Coordinate with relevant teams to manage all organisational training activities.

Additional Responsibilities (20% of the time):

- Support team engagement initiatives by assisting in planning and execution.
- Help coordinate and execute the major learning events annually.
- Realtime update of Employee Database

Must-Haves:

- Bachelor in business management / Master in management with a specialisation in HR preferred.
- **1-3** years of HR experience (**Talent Acquisition** 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're a proactive doer.

You take initiative and are dependable when it comes to handling multiple tasks and responsibilities. Whether it's scheduling interviews or coordinating onboarding, you stay organised and ensure everything is completed on time. You are detail-oriented and understand that even the small tasks contribute to the bigger picture.

You're a people-first team player.

You enjoy working with people and are approachable, empathetic, and respectful of different perspectives. You are trusted by your peers for your supportive attitude and your ability to resolve day-to-day concerns promptly and tactfully. You build strong working relationships while maintaining a balanced, professional approach.

You're a clear communicator.

You keep your Reporting Manager and stakeholders informed at every step, ensuring clarity and smooth collaboration. You're not afraid to ask questions, seek guidance when needed, and you communicate with honesty and professionalism. Your clarity and responsiveness make you a reliable point of contact in the team.

Location: Mumbai

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