

JOB DESCRIPTION

Manager– People Operations

About the role:

Reporting to the Head - People Operations, as the 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 a Manager- 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 onboarding, people management strategies, adhering to compliance requirements, recruitment, performance management, goal setting and employee engagement.

Responsibilities:

Hiring and Induction

- Manage the end-to-end recruitment process, ensuring timely closure of vacancies and effective stakeholder collaboration.
- Roll out offers, contracts, and maintain employee records accurately and up to date.
- Facilitate smooth onboarding of new hires, including timely completion of joining formalities, induction planning, and handholding during the initial phase.
- Oversee exit processes including exit interviews, documentation, and full & final settlements.

Payroll

- Manage payroll processes accurately and efficiently, ensuring timely salary disbursements.
- Oversee attendance, leave, and time management systems for accuracy.
- Ensure statutory deductions, deposits, and provisions are correctly handled.
- Collaborate with Finance to reconcile payroll data and maintain audit readiness.

HR Management – Day-to-Day Operations

- Develop, update, and implement HR policies that reflect best practices and organizational ethos.
- Support managers and employees with timely resolution of people-related issues, escalating concerns to leadership where needed.
- Partner with team leads to ensure clarity of expected outcomes, performance metrics, and facilitate periodic assessments and feedback cycles.
- Coordinate and support organizational training, learning, and development initiatives.
- Collaborate on automation of HRMS including testing, execution, and adoption.

HR Compliance

- Liaise with compliance partners and Finance to ensure all People Ops-related statutory compliances are adhered to.
- Ensure HR practices and policies comply with labor laws and regulations, proactively mitigating risks.
- Maintain all necessary documentation to support internal and external audits.
- Monitor and enforce adherence to internal policies across the organization.

Must-Haves:

- Bachelor in business management / Master in management with a specialisation in HR preferred.
- 6-8 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.
- Proficient knowledge of compliance requirements
- 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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