

Job Description: Manager – Human Resources**Reports To:** Director – Human Resources**Location:** New Delhi**Employment Type:** Full-Time

Position Summary

The Manager – Human Resources is responsible for leading and managing the organization's human resource functions, ensuring compliance with labour laws, organizational policies, and donor requirements. The role oversees recruitment, employee relations, performance management, compensation and benefits, learning and development, HR operations, statutory compliance, safeguarding, and organizational development. The HR Manager will provide strategic HR support to programme and support functions while fostering a high-performance, inclusive, and values-driven workplace.

Key Responsibilities**1. Human Resource Planning**

- Develop and implement the annual HR plan aligned with the organization's strategic objectives.
- Forecast workforce requirements in consultation with departmental heads.
- Support organizational restructuring and workforce planning initiatives.
- Monitor staffing levels and recommend resource optimization.

2. Recruitment and Talent Acquisition

- Lead end-to-end recruitment and selection processes.
 - Develop job descriptions, interview tools, and competency-based assessments.
 - Coordinate advertisements, screening, interviews, reference checks, and offer management.
 - Develop talent pipelines for critical positions.
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3. Employee Onboarding and Induction

- Manage employee joining formalities and documentation.
 - Coordinate induction and orientation programmes.
 - Ensure timely completion of probation and confirmation processes.
 - Facilitate smooth integration of new employees.
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4. Performance Management

- Coordinate performance appraisal processes across the organization.
 - Support managers in setting SMART objectives and KPIs.
 - Monitor probation reviews and annual appraisals.
 - Develop performance improvement plans where required.
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5. Learning and Development

- Conduct Training Needs Assessments (TNA).
 - Prepare annual learning and development plans.
 - Coordinate internal and external training programmes.
 - Evaluate training effectiveness and maintain training records.
 - Promote leadership development and succession planning.
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6. Employee Relations and Engagement

- Foster a positive work culture based on respect, inclusion, and accountability.
 - Address employee grievances and workplace conflicts.
 - Facilitate employee engagement activities and staff wellness initiatives.
 - Advise managers on employee relations matters.
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7. HR Operations and Administration

- Maintain employee personnel files and HR records.
- Manage HRIS and employee databases.
- Prepare HR dashboards and monthly reports.
- Ensure confidentiality of employee information.

8. Compensation and Benefits

- Administer payroll inputs in coordination with Finance.
- Manage employee benefits, insurance, gratuity, leave, and statutory entitlements.
- Conduct salary benchmarking and compensation reviews.
- Ensure timely processing of salary revisions and increments.

9. Policy Development and Compliance

- Develop, review, and update HR policies and procedures.
- Ensure compliance with applicable labour laws and statutory requirements.
- Monitor adherence to organizational policies.
- Conduct HR policy awareness sessions.

10. Safeguarding and Code of Conduct

- Promote safeguarding, child protection, PSEA, anti-fraud, anti-bribery, and whistleblower policies.
- Ensure employees acknowledge organizational policies.
- Support investigations related to misconduct or policy violations.
- Maintain confidentiality and procedural fairness.

11. Employee Separation

- Manage resignation, retirement, termination, and contract completion processes.
- Conduct exit interviews where applicable.
- Coordinate full and final settlements.
- Ensure timely recovery of organizational assets and closure of employee records.

12. HR Budget and Reporting

- Prepare and monitor the annual HR budget.
- Track recruitment and training expenditures.
- Prepare monthly, quarterly, and annual HR reports for management and donors.

- Analyze HR metrics and recommend improvements.
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13. Organizational Development

- Support change management initiatives.
 - Facilitate organizational restructuring and culture-building initiatives.
 - Promote diversity, equity, and inclusion.
 - Contribute to strategic organizational development.
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Required Skills

Technical Skills

- Recruitment and Talent Acquisition
- HR Policy Development
- Labour Law Compliance
- HR Budgeting
- HR Analytics and Dashboard Reporting
- Organizational Development
- Conflict Resolution
- HR Information Systems (HRIS)

Computer Skills

- MS Office (Advanced Word, Excel, PowerPoint)
 - HRIS platforms
 - Google Workspace
 - Payroll software
 - Online collaboration tools (Microsoft Teams, Zoom)
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Core Competencies

Leadership Competencies

- Strategic thinking
- Team leadership and supervision
- Decision-making

- Coaching and mentoring
- Delegation
- Change management
- Results orientation

Behavioural Competencies

- Integrity and confidentiality
- Accountability
- Professionalism
- Emotional intelligence
- Adaptability
- Initiative and innovation
- Resilience
- Time management
- Attention to detail

Functional Competencies

- Workforce planning
- Recruitment and selection
- Employee engagement
- Policy implementation
- Performance management
- Learning and development
- HR compliance
- Organizational development
- Risk management
- Negotiation and conflict resolution

Communication Competencies

- Excellent written and verbal communication skills
- Report writing and documentation
- Presentation and facilitation skills
- Negotiation and influencing abilities
- Stakeholder management
- Active listening and interpersonal skills

Educational Qualifications

- Master's Degree in Human Resource Management (MBA-HR), Master of Social Work (MSW) with specialization in HR/Personnel Management, Master of Personnel Management (MPM), Industrial Relations, Business Administration, or a related discipline.

Desirable

- Diploma/Certification in Labour Laws/ LL.B is preferred.
 - Certification in HR Analytics, Talent Management, Learning & Development, or Organizational Development.
 - Certification in POSH, Safeguarding, or Employment Law.
 - Membership of a recognized HR professional body (e.g., NIPM, SHRM, CIPD) is an added advantage.
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Experience

- 6–10 years of progressive experience in Human Resource Management, preferably in the NGO, development, or social sector.
- Minimum 3–5 years in a managerial or supervisory HR role.
- Proven experience in managing end-to-end HR functions, including recruitment, performance management, employee relations, and compliance.
- Experience in supporting multi-location teams and field-based operations.

Desirable

- Experience working with donor-funded projects and understanding donor compliance requirements.
- Knowledge of Indian labour laws, NGO regulations, and statutory compliance.
- Experience in HR budgeting, HRIS implementation, and organizational development initiatives.

Please share your resume at: contact@pmspl.net.in