

ABOUT SNEHA

SNEHA (Society for Nutrition, Education and Health Action) is a Mumbai-based non-profit organization dedicated to improving the health, nutrition, and safety of women and children living in vulnerable urban informal settlements. Our mission is to empower urban women and children through integrated health and nutrition programs, education, and advocacy.

We work through a dual approach—engaging both care seekers and care providers. At the community level, we empower women and families to become agents of change, while simultaneously collaborating with public health and safety systems to drive sustainable improvements in urban health outcomes.

SNEHA's key programs include:

- Maternal and Child Health
- Empowerment, Health and Sexuality of Adolescent
- Prevention of Violence against Women and Children
 - Public System Partnership
- SNEHA Shakti
- Palliative Care
- Livelihood Generation


Between 2016 and 2025, SNEHA directly reached over 620,555 women, children, and healthcare workers, and indirectly impacted a population of over 3.63 million across seven municipal corporations and three municipal councils in the Mumbai Metropolitan Region (MMR). Today, SNEHA is a 500+ member organization with deep grassroots presence and a strong track record of reducing maternal and neonatal mortality, child malnutrition, adolescent anaemia, and gender-based violence— key determinants of health equity for families and communities.

"WHAT'S IN IT FOR ME" (WIIFM) - AT SNEHA

At SNEHA, our fundamental belief is that prioritizing people is key, demonstrating our strong dedication to nurturing a supportive and growth-driven atmosphere. We uphold an open-door policy that champions transparency and open dialogue. We actively invite employees to voice their ideas, feedback, and concerns, fostering a culture where innovation and teamwork can flourish.

If you value excellence and are passionate about nurturing individuals, SNEHA is the perfect place for you!!

For detailed Information visit our website: www.snehamumbai.org and follow us on:

SNEHA - SOCIAL MEDIA HANDLES	
	@snehamumbai_official
	https://www.facebook.com/SnehaMumbai
	@SNEHAMumbai
	https://www.linkedin.com/company/544355/
	@snehamumbai

PROFILE SNAPSHOT

Designation: Coordinator – Human Resource

- + **Role:** Is to guide, manage and provide strategy on the people function of the organization and ensure smooth operations across all locations.
- + **Educational Requirement:** Post Graduate Degree in Human Resources Management, Social Work (Labour Welfare & Personnel Management), Labour Welfare
- + **Experience:** 6-8 years working experience in the HR field, Hands-on experience with HRIS systems and Excel, Exposure to nonprofit, healthcare, or public sector settings (preferred)
- + **Location:** Santacruz, Mumbai
- + **Reports to:** Director – HR & Admin
- + **Apply:** Applications are to be sent via email to lakhvinder.kaur@snehamumbai.org with the Subject line: “ Coordinator – Human Resource”
- + **Date of publishing:** 14th Jul 2025

JOB PURPOSE

To ensure smooth and compliant HR operations by overseeing payroll, statutory compliance, employee life cycle management, grievance handling, and implementation of key HR systems including HRIS and performance management. The role also supports organizational effectiveness through training and manpower planning.

CORES RESPONSIBILITIES

1. PAYROLL & STATUTORY COMPLIANCE

- Ensure accurate and timely processing of payroll and related reports.
- Administer statutory deductions (PF, ESIC, PT, Gratuity, etc.) and ensure timely remittance and returns.
- Coordinate with finance for audit requirements related to employee costs and payroll.

2. EMPLOYEE MANAGEMENT

- Maintain and update employee records in HRIS.
- Oversee on boarding, confirmation, transfer, promotion, and exit processes.
- Monitor employee documentation and ensure compliance with organizational policies.

3. EMPLOYEE GRIEVANCE & DISCIPLINE MANAGEMENT

- Act as a first point of contact for employee concerns and grievances.
- Support resolution of workplace issues in a fair and timely manner.
- Maintain documentation of disciplinary actions, enquiries, and closure.

4. TRAINING & DEVELOPMENT

- Identify training needs in consultation with departments.
- Plan, coordinate, and evaluate internal/external training programs.
- Maintain training records and support learning initiatives aligned with strategic goals.

5. MANPOWER BUDGET & PLANNING

- Support preparation of annual manpower budgets in collaboration with Program.
- Track approved vs. actual staffing and highlight deviations.
- Ensure adherence to sanctioned positions and budgeted costs.

6. HRIS & PROCESS AUTOMATION

- Lead the implementation and optimization of the HRIS platform.
- Ensure data accuracy, system utilization, and process automation (e.g., attendance, leave, performance).

7. PERFORMANCE MANAGEMENT

- Facilitate goal-setting, mid-year reviews, and annual appraisals.
- Support capacity building of managers on feedback and appraisal processes.
- Collate and analyse performance data to inform decision-making

CRITICAL TRAITS

2. PROFESSIONAL EXPERTISE

- In-depth knowledge of employment law, HR best practices, and employee relations.

3. TRUST AND INTEGRITY

- High degree of confidentiality; acts as a trusted advisor to senior leadership. Able to give honest, unbiased advice on people matters.

4. ROLE MODEL

- Demonstrates and upholds the organization's values, culture, and leadership behaviours.

5. ORGANIZATIONAL SKILLS

- Strong personal efficiency, time management, and ability to prioritize competing demands effectively.

6. AGILITY

- Ability to handle multiple projects, work under pressure, and thrive in ambiguity and change.

7. DIVERSITY SENSITIVITY

- Comfort and effectiveness working with diverse populations, particularly in sectors related to Health, Nutrition, and Violence.

BEHAVIOURAL COMPETENCIES

1. COMMUNICATION SKILLS

- Ability to collaborate across teams, engage diverse personalities, and maintain open dialogue with emotional intelligence.

2. INFLUENCING SKILLS

- Capacity to present HR perspectives convincingly and align them with organizational goals.

3. TEAM LEADERSHIP & COLLABORATION

- Proven ability to lead large teams, motivate staff, and create a cohesive working environment.

4. ADAPTABILITY & INITIATIVE

- Self-starter who takes initiative, adjusts to evolving situations, and contributes proactively to organizational goals.

5. RELATIONSHIP BUILDING

- Builds trust-based, professional relationships across all levels of the organization.