

Position Title:	Executive/Sr. Exec/Deputy Manager –Admin & HR		
Band:	B2/B3	Department:	Operations
Reports to:	1) Center Director 2) GM –HR (Regional)	Reported by:	-

Job Objective

To oversee the implementation of all HR processes and policies in the center; To handle center level recruitment for operational roles; To resolve employee queries and grievances in a timely manner and maintain a harmonious working environment in the center.

Detailed duties and responsibilities

Operational

1. Carry out the recruitment of the operational roles in the respective center in line with the manpower plan in a timely and cost effective manner
2. Plan and manage the complete recruitment cycle at center level for operational roles; calling for applications, short-listing the CVs, conducting interviews with respective reporting managers, getting approval for the offer and finally rolling out the offer
3. Coordinate with external agencies to conduct background verification for the prospective employees if required and handle documents verification
4. Coordinate with HO HR team to create an accounts for the new joinees for salary and reimbursement purposes the empanelled bank
5. Ensure that the new joinees go through induction program and support them in on-boarding
6. Ensure all the pre and post joining formalities for the employee such as Pre Medical check-up, ID card issue, User access/rights assigning and signing of declaration etc. are completed in a timely manner
7. Organize employee engagement initiatives at center level according to the HR calendar prepared at regional/central level in line with Center Manager
8. Ensure timely recruitment and maintain a database for Talent Management cycle.
9. Coordinate the performance appraisal process at the center level –from mid reviews, final reviews and rolling out the rating with Center Manager once announced by Corporate HR Head. Maintain the confidentiality of the same.
10. Keep a track of Recommendations made under Training and Development section in Performance appraisal and ensure it has been requested and closed with final call by Center Manager and Regional Head.
11. Ensure compliance of all the labour laws at the center level and escalate the issue to HO HR and Legal team if there are any major deviations
12. Maintain and update all Compliances registers in the center and assist in any labour department inspection and

notifying the HO HR/Legal team of the same.

13. Timely update on Recruitment, Attrition and Compliances Tracker online within Timelines
14. Coordinate with the corporate team for timely and accurate processing of the salaries of all the employees at center level.
15. Ensure Balanced Leave Management system and recordkeeping of the same through Biometric, Manual register and LMS as per the Company policy.
16. Coordinate the tax declaration submissions of all the employees and they are processed by the central team.
17. Process all the reimbursements and other expenses incurred by the employee for business purposes.
18. Conduct training programs for employees at center level and coordinate with corporate team for nominating the employees in interregional/inter-center level training programs.
19. Monitor attrition levels of employees and report critical attrition to the Regional HR and the Center head.
20. Respond to employee queries in a timely manner
21. Act as a Whistle Blower in the system.
22. Ensure that the employee grievance redressal and Sexual Harassment committee system runs in a smooth manner and all required information is briefed to all employees. Proper documentation of the same is necessary.
23. Ensure required discipline levels in the centers, monitor and handle the cases of indiscipline in terms of attendance, arrival on-time etc. appropriately
24. Initiate the process for all exits and handle the exit formalities such as conducting exit interview, exit chec final payment and rolling-out experience certificate etc.
25. Maintain employee related database and statistics for the center and integrate it to organizational MIS

Key Result Areas

- Planned V. Actual, Number of employee engagement initiatives at the center
- % Employee grievances handled in a timely manner
- % Compliance to Labour regulations in the center
- % Adherence to the timelines in performance appraisal process at the center level
- Employee discipline levels in the center
- In-time filling of vacancies in operation roles for the center
- % Adherence to target training hours for all the applicable employees in the center
- Employee satisfaction index with efficiency of HR processes

Qualification	MBA in HR/ PGDHRM
Experience (Indicative)	3-5 years of experience in HR domain

External Interface

Internal Interface

<ul style="list-style-type: none">• Government authorities/ Labour commissioner/ deputy commissioner for labour• Medical and paramedical institutions and academicians• Recruiting agencies/ vendors doing background checks	<ul style="list-style-type: none">• Operations• Finance• Doctors• Nursing dept• Housekeeping dept• Corporate team
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Approved by:	
Date:	