

JOB DESCRIPTION

Position Title	Manager HR
Department/ Function	Human Resource & Legal
Location	Delhi
Travel	Upto 20%
Direct Reporting to	Head Human Resource & Legal

About: Miracle Foundation India

Miracle Foundation is a 25-year-old organization with a vision “to ensure a family for every child in our lifetime.” We work for children living in vulnerable situations and in Child Care Institutions with a specific focus on 5 well-being domains (strengthening family and social relationships, health, education, living conditions, and household economy). Since the year 2000, we have been positively impacting children and families across 10 states in India, namely Maharashtra, Bihar, Jharkhand, Gujarat, Tamil Nadu, Tripura, Madhya Pradesh, Kerala, Karnataka and Telangana. We work in alignment with Mission Vatsalya focusing on family strengthening and family-based alternative care. We collaborate with the state governments and build the capacities of the social workforce on alternatives to institutional care, reaching into communities to identify and strengthen vulnerable families long before the child separates.

In order to achieve its mission, Miracle Foundation India focuses on the following program objectives:

Prevention –children stay in families through effective gatekeeping by the social workforce

Transition to families – transition children from institutions to families/ family-based alternative care through support to Governments

Miracle Foundation India is a Section 25 NGO which is responsible for executing all programs in India and is associated with Miracle Foundation global organization which is registered in the US as a 501(c)(3) non-profit.

Key Purpose of the Role

- Lead and manage the end-to-end recruitment process, with primary responsibility for hiring up to the Senior Manager level.
- HR Operations – including onboarding & exit management, HRIS management, employee relations, policy implementation, and HR data reporting.
- Own and lead the process of performance management by driving quarterly and annual appraisal cycles across the organization, ensuring alignment with the defined structure, timelines, and performance framework.
- Drive policy compliance through integrated oversight of attendance, leave, payroll linkage, and employee records management (physical and digital), aligned with organizational HR standards.
- Champion culture and safeguarding practices across the organization by fostering a workplace built on safety, accountability, and ethical conduct at all levels.

Key Roles & Responsibilities

Strategic HR Planning

- Support HR Head in developing and executing HR strategies aligned with organizational goals.
- Monitor manpower planning, succession planning, and organizational development needs.

Recruitment & Onboarding

- Oversee end-to-end recruitment across all levels.
- Ensure smooth onboarding, induction, and early engagement of new hires.

Performance Management

- Drive the performance appraisal process.
- Support line managers in executing the performance review process and development planning.

Employee Relations & Engagement

- Foster a positive work culture through regular engagement initiatives.
- Address employee grievances, mediate conflict, and ensure timely resolution.

Policy Implementation & Compliance

- Ensure HR policies are up to date, compliant with labour laws, and effectively communicated.
- Monitor adherence to statutory and organizational HR regulations.

HR Operations & Process Management

- Monitor adherence to statutory and organizational HR regulations.
- Ensure HR policies are up to date, compliant with labour laws, and effectively communicated.
- Ensure monthly HR operations process are executed timely and effectively.

Reporting & Analytics

- Prepare and present regular HR MIS reports, dashboards, and insights to leadership.
- Prepare need-based Audit related-reports and ensure employee files are kept up to date.

Exit Management

- Oversee smooth offboarding, exit interviews, and full-and-final settlements
- Closer of all documentation process as per set standards.

Strategic HR Support

- Work closely with Head HR in designing and executing HR strategies.
- Support change management, organizational development, and culture-building initiatives.
- Participate in HR projects, pilots, and policy formulation.
- Any additional assignment given by Head HR.

Qualifications, Competencies & Experience**Education & Experience:**

- Master's degree in Human Resources Management, Business Administration, or a related field (MBA/PGDM preferred).
- 5–8 years of progressive experience in Human Resource Management, preferably within the non-profit, or development sector.
- Experience in high-growth or multi-location organizations will be an added advantage.

Skills:

- Strong knowledge of HR operations, labour laws, and compliance requirements.
- Proven experience in talent acquisition, employee relations, and performance management.
- Proficiency in HRIS, Google workplace, and data-driven HR reporting.
- Excellent interpersonal, communication, and negotiation skills.
- Ability to handle sensitive and confidential information with integrity.
- Strong problem-solving, conflict resolution, and decision-making abilities.
- Demonstrated capability to manage multiple priorities and deadlines.
- Experience in driving employee engagement and culture-building initiatives.
- Strategic mindset with hands-on execution skills; ability to work collaboratively under the guidance of senior leadership.

Child Safeguarding Policy

Any employee, consultant, contractor or the supplier undertaking an activity on behalf of Miracle Foundation India must sign and comply with the Miracle Foundation's India Child Safeguarding Policy which is a statement of Miracle Foundation's India commitment to preventing abuse and protecting children with whom it comes into contact.

This extends not only to children with whom Miracle Foundation India and its partners work directly with, but also includes children whom staff are responsible for. Miracle Foundation India believes that the situation of children must be improved through the promotion of their rights supported and demonstrated by all members of staff. Miracle Foundation's India Code of Conduct sets out the standards to which all staff members must adhere.

PSEAH (Policy on Prevention of Sexual Exploitation, Abuse and Harassment)

Any individual associated with Miracle Foundation India, including employees, consultants, interns, volunteers, contractors, and suppliers engaged in activities on behalf of the organization, is required to sign and adhere to the Prevention of Sexual Exploitation, Abuse, and Harassment Policy (PSEAH). This policy mirrors Miracle Foundation India's unwavering commitment to preventing any form of exploitation, abuse, or harassment and ensuring the safety and well-being of all individuals with whom the organization interacts.

This commitment extends beyond direct beneficiaries to encompass anyone for whom Miracle Foundation India and its partners assume responsibility. Upholding the belief that the circumstances of individuals, especially vulnerable populations such as children, must be enhanced through the promotion of their rights, Miracle Foundation India mandates compliance with the Prevention of Sexual Exploitation, Abuse, and Harassment Policy as an integral component of its overarching Code of Conduct. The Code of Conduct establishes the ethical standards and behavioural expectations to which every staff member must strictly adhere, thereby fostering a secure and respectful environment for all.

Additional Information

Ethics & Integrity: Ethics and integrity are core to our organizational culture and are embedded in our daily operations, decision-making, and annual performance evaluations.

Background Verification: Please note that background and reference checks are standard procedures in our hiring process.

Data Privacy: By submitting your application and resume, you acknowledge and consent to the collection and processing of your personal data solely for recruitment purposes, in accordance with the provisions of the Digital Personal Data Protection Act, 2023

Diversity & Inclusion: We are an equal opportunity employer and are committed to building a diverse and inclusive workplace. Individuals of all genders, backgrounds, abilities, and identities are encouraged to apply.

Application Process

Interested candidates can submit their resume and a brief cover letter outlining motivation and suitability for the role to hr@miraclefoundation.org.

For more information about our work and impact, please visit our website <https://miraclefoundationindia.in/>