

## **RECRUITMENT AND OPERATIONS MANAGER**

**Position:** Recruitment and Operations Manager

**Job Location:** Mumbai

**Type:** Full-Time paid

### **Overview**

Formal mentoring programs are growing to be one of the largest and most well-established among youth-focused development interventions. Mentor Me India (MMI) is a Mumbai-based non-profit focused on one-to-one mentoring for children in low income communities. MMI's mission is to empower children in low-income communities (mentees) grow to their full potential by creating and supporting enduring one-to-one relationships with strong role models (mentors). MMI recruits volunteer mentors through a rigorous selection process and connects them to mentees who can benefit from their support, through partnerships with NGOs and schools in low income neighbourhoods. Mentors are supported through training sessions and group mentoring sessions throughout the year. The organisation currently supports over 500 mentor-mentee pairs across 12 centres in Mumbai and plans to become a national level mentoring organisation over the next five years.

### **Summary of Role**

The Recruitment & Operations Manager (ROM) will report to the Executive Director (ED) and the Managing Director (MD) who heads the board of directors. The ROM will play a crucial role in operationalising MMI's vision for growth, ensuring that the organisation's systems and processes are poised to support the vision, and in both setting recruitment goals and strategies, and mobilising resources to meet them. This includes managing all aspects of the organisation's mentor recruitment and day-to-day operations, including securing mentor partnerships, managing recruitment and outreach processes, strategic partnerships for expansion, finance, administration, legal and human resources. We are seeking a highly motivated individual with strong strategy and operational experience, communication, interpersonal and implementation skills. The ROM must enjoy a start-up environment, should be able to work independently and flexibly, enjoy coaching and mentoring others, and have a strong commitment to excellence. MMI places great value on personal qualities including resourcefulness, responsibility, independence, and work ethic.

### **Responsibilities**

#### *1. Recruitment of mentors*

- Oversees all aspects of mentor recruitment by developing a recruitment strategy and plan that reflects organisational vision and local requirements, and ensuring recruitment targets are met for each cohort/ year/gender and geography wise
- Leads the design of and mobilising resources for mentor recruitment campaigns during recruitment periods and in an ongoing manner
- Manages mentor recruitment events to expand the potential mentor pool, at corporate and other venues
- Researches and develops new mentor pool sources, creates channels of communication with potential mentor partners by working jointly with the program team

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- Manages and optimises the recruitment work flow, from outreach to monitoring applications, to screening potential candidates, to scheduling, conducting personal and telephonic interviews to selecting mentors for the program, and conducting diligent reference checks
- Ensures professional and timely communication with potential and selected candidates
- Works closely with Program team to track mentor requirements throughout the year and align on the mentee partnerships, and sources and selects any mentors throughout the year to replace drop-out mentors
- Updates mentor database constantly

### *2. Operations and finance, admin, legal and HR management*

- Work with the ED, MD and the Board to refine the mission and organisational strategy, and translate strategy into operational plans to achieve the organisation's objectives
- Institutes key processes and structures (e.g. HR systems, legal processes) to help transition Mentor Me India from a start-up to an established organisation with ambitious yet achievable growth plans, in strict accordance with MMI's quality standards and values
- Oversees all aspects of daily operations including financial, administrative, legal and human resources management
- Plan, implement and evaluate any non-programmatic, internal organisational projects in consultation with the ED, MD, Board of Directors, Advisory Council, staff and other appropriate persons/organisations
- HR
  - Manage and improve MMI's HR policy and career progression plans
  - Evaluates needs for staff and ensures there is adequate and qualified staff to carry out the mission of the organisation with excellence, and that they have the right professional development opportunities and resources required to excel in their work
  - Maintain and conduct intern and volunteer programs as and when required
- Financial management
  - Develop the annual budget in cooperation with the ED, MD, CA, Fundraising Manager, and administer spending within the overall approved budget
  - Along with the fundraising manager, develop and execute an annual fund development plan that may include outreach to new and existing donors, partnerships with local businesses, events, grant proposals and other fundraising ideas
- Risk management: Develop and implement risk management and quality control strategies. Respond to mentor/mentee/parent complaints and resolve concerns. Ensure that accountability mechanisms are implemented and maintained (Funder Reports, Audits, invoices, etc.)
- Legal: Seek legal advice as appropriate, and inform the MD and the Board of critical incidents and of potential negative impact on the organisation.

### *3. External relations*

- Identify and develop new opportunities for partnerships with donors, businesses, other charities, volunteers and other stakeholders that will provide mutual benefits
- Develop a network of trusted advisers, within the agency and externally, to provide advice and support and to help resolve problems and overcome organisational challenges.
- Represent the organisation on relevant conferences, community events and at other relevant events

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### **Qualifications**

- Well-developed written and spoken communication skills
- Proficiency in Microsoft Word, Excel and PowerPoint
- Analytical thinking, effective budgeting skills and experience with developing business plans
- Entrepreneurial mindset, including ability to work independently, self-motivate, and propose and implement new initiatives
- Ability to think strategically and work efficiently in a time bound manner
- Organised with attention to detail and quality
- An outgoing attitude along with well-honed pitching skills
- An ability to stay calm and focused in the face of a challenging and ambiguous environment

### **Education and Experience**

- Graduate/Post-graduate in relevant fields (business analytics and development, finance and operations, etc.)
- 4-5 years of work experience in relevant areas (business development, operations)
- Experience in the non-profit sector and familiarity with the Indian education sector is a plus

**Compensation range:** As per experience; in the range of 5.5 to 8 lakh per annum total package.

If this sounds like you, and the possibility of working with MMI excites you, we would like to hear from you. Please send your cover letter and resume (one page only) to [binu@mentormeindia.org](mailto:binu@mentormeindia.org). and [shruthi@mentormeindia.org](mailto:shruthi@mentormeindia.org).