



Mentor Me India: Senior Recruitment and Operations Manager

Position: Senior 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 Senior Recruitment & Operations Manager (ROM) will report to the Executive Director (ED). The Sr. 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 Sr.

Mentor Me India

www.mentormeindia.orginfo@mentorminindia.org

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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

Recruitment of mentors

- Oversees all aspects of mentor recruitment by developing a recruitment strategy and plan that reflects organizational vision and local requirements, and ensuring recruitment targets are met for each cohort/ year/gender and geography wise
- Leads the design of and mobilizing 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
- Manages and optimizes the recruitment workflow, 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

Strategy and Operations

- Work with the ED, MD and the Board to refine the mission and organizational strategy, and translate strategy into operational plans to achieve the organization'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 organization 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 organizational projects in consultation with the ED, MD, Board of Directors, Advisory Council, staff and other appropriate persons/organizations

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 organization 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

- 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 organization.

External relations

- Identify and develop new opportunities for partnerships with donors, businesses, other charities, volunteers and other stakeholders that will provide mutual benefits
- Proactively develop new donor relationships, including:
 - Outreach to prospective donors through various means, following up with mentor, staff or board member connections, cold contact to corporations
 - Initiate and coordinate discussions to discover value exchange
- 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
- Making sure the reports to the donors/funders goes out in time as per the requirement

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 (preferred) in relevant fields (business analytics and development, finance and operations, etc.)
- 5-6 years of work experience in relevant areas (business development, operations)

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- 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 hr@mentormeindia.org.

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