



Operations Manager, Chennai

Organisation:

The Institute for Transportation and Development Policy (ITDP) works with cities worldwide to promote transport solutions that reduce traffic congestion, air pollution and greenhouse emissions while improving urban livability and economic opportunity. ITDP is a not-for-profit organization with its headquarters in New York City with offices in Africa, China, Indonesia, Brazil, Mexico, and the United States.

The UrbanWorks Institute is a not-for-profit organisation registered under the Charitable Trusts Act in India. UrbanWorks is ITDP's network partner in India. UrbanWorks, through its ITDP India programme, provides in-depth support to Indian government agencies to implement sustainable transport initiatives and develop progressive state and national level policies to scale-up the sustainable transport paradigm. UrbanWorks also engages extensively with other stakeholders to promote sustainable and equitable transport ideas. More information can be found at www.itdp.in.

About the position:

Primary responsibilities of this position include liaising with all employees and external agencies from the central office with respect to organization's Administration, Accounts, Human Resources, and Legal functions. This person shall report to the Director of the organisation and is expected to ensure smooth operations of the above mentioned functions across all office locations of the organisation in India by managing a small team. Responsibilities will include internal coordination as well as external liaising with various government offices to ensure smooth operations. S/he will contribute to team effort in achieving organizational goals and perform any other operations' duties as needed.

Key Responsibilities

Institutional Management

- Monitor Legal & Audit requirements of the organization
- Ensure legal compliances, including FCRA
- Establish and execute Contract Management
- Organize Board Meetings
- Prepare & maintain a Grant Management System

- Liaise with the legal counsel for any legal matters
- Conduct internal audit for to meet necessary legal and audit requirements
- Appoint and manage engagement with external chartered accountant, company secretary, and auditor, as required
- Create and implement organizational procedures across multiple verticals
- Maintain the organization's registration documents and monitor/manage ROC compliance and renewal

Accounts

- Managing and execute key activities such as planning, budgeting, audit and compliance for the organization
- Coordinate with various government agencies, banks and vendors to support the organization's operations
- Create MIS and various reports related to the management of accounts and finance
- Prepare & present monthly P&L and/or cash flow reports and analysis at programmatic and organization levels
- Prepare and present financial analysis for each programme during monthly/quarterly/annual meetings
- Provide variance analysis report of actuals against annual budget/plan to the management
- Organize and be present at Board Meetings and Auditor Meetings
- Prepare financial planning and analysis
- Oversee all payments including employee salaries and benefits as well as vendor payments

Office Administration

- Ensure end-to-end administration & facility management and maintenance, employee services, real-estate management, travel services, security and related asset management
- Responsible for supplier, partner & vendor management i.e. managing current relationships, contracts & performances and acquiring new suppliers / partners / vendors and managing their performances & relationship
- Provide single point of contact for maintenance of all office equipment and services, including internet, telephones, A/Cs, power backup etc.
- Monitor inventory of office supplies and ensure smooth functioning of office infrastructure
- Monitor housekeeping, cleanliness of the work environment of offices in all locations
- Coordinating with printing & stationery vendors for ID Cards, brochures, letterheads, visiting cards, stationery, programme publications etc.
- Maintain records of all assets of the organization
- Responsible for ensuring a secure, safe and conducive working atmosphere

Human Resources

- Responsible for overall HR administrative tasks of the organization, including liaising with various government offices and filing of monthly, annual and other statutory returns.
- Maintain management guidelines by preparing, updating, and recommending human resource policies and procedures, including HR Handbook

- Liaise with programme and functional heads to understand needs of HR development. Ensure they are fully informed of HR objectives, purpose and achievements and ensure compliance
- Maintain human resource records by designing a filing and retrieval systems of past and current records
- Monitor annual performance management process
- Conduct thorough time-sheet reviews using the time tracking systems, including employee leave, vacation and time off records
- Serve human resource needs of the organization by helping in recruiting, selecting, orienting, and training employees in coordination with the programme and functional heads.
- Manage HR related issues of staff members, including addressing complaints, managing conflicts, and legal action, if required.

Standard Key Result Areas (KRA) (Indicative Percentages)

Institutional Management - 20%

Accounts - 30%

Office Administration - 25%

Human Resource Management - 25%

Qualification & Experience

- 6-8 years of relevant experience in all the domains of general accounting, HR, administration & facilities, preferably in a small services organization
- Good understanding of the government regulations, compliance and laws of the land with respect to managing different categories of operations
- Experience of liaising with the relevant government & regulatory bodies
- Proficient in the setup and use of popular accounting and HRM software applications
- Excels in key competencies such as people management, managing partners / vendors / service providers (including contract employees), relationship management, negotiations

Essential Attributes

- Experience of working in matrix work environment with multiple stakeholders
- Ability to work in teams and nurture internal collaboration
- End-to-end knowledge of accounting and legal compliance function
- Aware of the industry trends & best practices
- Experience of managing multi-office operations

Desirable Attributes

- Empathetic but firm
- Good communication skills
- Good understanding of human resource management

How To Apply

Interested applicants can apply to jobs.india@itdp.org using “Specialist-Urban Planning” in the subject line, with the following documents in a PDF format (maximum 5 MB):

- An updated CV
- Portfolio demonstrating relevant projects and skills
- Three relevant writing samples of 500-1000 words or more

We are unable to consider applications without the above details. The position will remain open until filled.