



# Senior Associate: Operations

*Chennai*

## The 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 organisation with its headquarters in New York City and field offices in South Africa, Tanzania, Uganda, Kenya, India, China, Indonesia, Brazil, Mexico, and the United States.

The UrbanWorks Institute (UWI) is a not-for-profit organisation registered as Charitable Trusts in TamilNadu, India. As ITDP India's network partner and authorised representative in India, UWI provides in-depth support to Indian government agencies to implement sustainable transport initiatives and develop progressive state and national level policies to scale-up sustainable transport paradigm. UWI also engages extensively with other stakeholders to promote sustainable and equitable transport ideas. More information can be found at [www.itdp.in](http://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 the organization's Administration, Accounts, Human Resources, and Legal functions. This person shall report to the Trustee 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.

## Roles and 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 a 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%**

### Qualifications and 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

- The position requires a commitment of 40 hours per week and is based in Chennai.
- The candidate should submit a resume to [admin@urbanworks.in](mailto:admin@urbanworks.in).
- For more details, contact : Rajendra Verma at [rajendra@urbanworks.in](mailto:rajendra@urbanworks.in).