



Position: Program Manager, HR Shared Services

Location: Delhi

Founded in 2012, Central Square Foundation (CSF) is a non-profit philanthropic foundation working on the vision of ensuring quality school education for all children in India. We are driven by our mission to transform the school education system with a focus on improving learning outcomes of children, especially from low-income communities.

We believe that ensuring Universal, Early, Conceptual and Procedural Mastery of Foundational Skills is absolutely [essential](#) for the overall success of education system. In order to achieve this, we partner with individuals and social impact organizations to bring innovative solutions in education, as well as work with the government to drive systemic impact.

Our Founder, Ashish Dhawan is one of India's leading philanthropists who shifted to the impact sector after a successful career in Private Equity. In the last few years, Ashish has helped build a portfolio of foundations. These include:

- **Air Pollution Action Group (A-PAG)** has been set up to help solve the air pollution crisis in India. The larger objective is to work on critical issues that will address the entire value chain of air pollution while building salience on these issues. Their initial focus will be on Delhi and its neighbouring States.
The **China India Foundation (CIF)** has been established as the first foundation focused on people-to-people and cultural exchange between China and India. Through education, culture, and people-to-people exchanges, the organization aims to bridge this gap in understanding and build deeper citizen ties.
- The **Centre for Effective Governance of Indian States (CEGIS)** aims to enable a transformative improvement in the functioning of the Indian state in the coming decade. Informed by cutting edge research and evidence as well as a practical orientation towards implementable ideas, CEGIS aims to provide Indian states with both an analytical roadmap for governance and expenditure reforms as well as strategic implementation support to deliver on this vision

Each organisation (like each sector) is unique, and is working on creating a unique impact journey

Position Summary

The HR Shared Services team facilitates building the portfolio organizations by attracting & retaining high calibre talent, driving a high performing work culture and fostering an engaged workforce.

The Program Manager, HR Shared Services will be responsible for executing policies and procedures across the employment lifecycle including but not limited to: strategic sourcing, talent acquisition, employee engagement, performance and talent management. This role will report to the Senior Program Manager, HR Shared Services and will require to collaborate and partner with multiple stakeholders across different organizations that the shared services model caters to.

Key responsibilities include, but are not limited to

I. Talent Acquisition:

- Proactively partner with leadership across the portfolio to determine hiring requirements and develop sourcing and acquisition strategies which include exploring talent partner relationships, tapping into alumni programs, consulting organizations, campus placement drives and other innovative sources.
- Understand resource requirements for thematic areas and verticals, design appropriate job profiles, identify talent acquisition strategy, maintain database with appropriate metrics to track and monitor requirements in a timely manner.
- Execute all stages of the recruitment process from start to end.
- Collaborate with the vertical leads of different organizations, augment and execute the induction program for all employees.

II. Talent Management & Support:

- Create and execute all processes across the employee lifecycle including extension of employment letters, joining formalities and exit formalities etc.
- Maintain all portfolio level employment data and consistently ensure smooth execution of on-boarding including previous employment verification, etc.
- Support the HR Shared Services to amend and implement policies centred around organization and employee wellness.
- Execute probation process across the portfolio and support implementation of performance management strategies and processes.



- Execute the overarching learning & development strategy considering multigenerational workforce and augment learning opportunities across the portfolio.
- Develop organizational engagement initiatives in partnership with leadership to drive an engaged workforce including facilitation of channels and forums of communication for employees such as workforce surveys, other public forums etc.
- Ensure execution of HR processes in compliance to legal requirements like POSH including management of POSH processes- vendor management, POSH refresher sessions, filing of annual returns etc.

Desired Qualifications and Abilities

- Bachelor's degree required; Master's degree preferred in Human Resources, Psychology, Business or any relevant fields.
- 3 to 6 years of relevant work experience with project management and operational work experience.
- Ability to employ design thinking principles keeping employees at the core of every Human Resources intervention.
- Knowledge of employee labour laws and statutory HR compliances.
- Proficiency in developing and executing processes across the entire employment lifecycle.
- Extensive experience in partnering and working with multiple stakeholders; having past experience of working in matrix organizations would be a preference.
- Intermediate to advanced proficiency level in Microsoft Office – Excel, Word & PowerPoint

Skills and Traits

- Strong written and verbal communication skills and ability to lead meetings and strong facilitation skills to engage employees in various Talent Management sessions.
- Ability to effectively collaborate, engage and manage multiple stakeholders both within and outside the organization by facilitating regular communication and providing consistent support on deliverables.
- Strong planning and organizational skills, and an ability to be able to set priorities, plan timelines and meet deadlines.
- Excellent problem-solving and strategic thinking skills, ability to analyse complex quantitative and qualitative data and formulate possible solutions.



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- Ability to think creatively, willing to take risks to experiment with new ideas and the ability to turn ideas into action.
- Operating style suited to working independently and in a small-organization setting, with a multigenerational and diverse workforce where teamwork and resourcefulness are highly valued.

Compensation

Remuneration will be competitive with Indian philanthropy pay scales and will depend upon the candidate's experience levels.

Apply

Interested candidates can click on the [Application Form](#) and fill the required details in the form.