



Job description

HR Manager - India

October 2021

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

www.intostudy.com www.intofuture.com www.intoglobal.com www.into-giving.com

Reporting line

The role reports to HR Director Asia.

IUP 2 LLP
ONE GLOUCESTER PLACE
BRIGHTON, EAST SUSSEX
BN1 4AA, UK

T +44 [0]1273 665200
F +44 [0]1273 679422
E corporate@intoglobal.com
W intoglobal.com



Job purpose

To provide a professional, HR service to the Regional Director and senior managers in India, providing quality, timely advice and interventions to mitigate risk where needed. To support and lead on the India people and culture agenda against the backdrop of the Centre's business objectives.

Key accountabilities and duties

Role and responsibilities

- Working closely with the Regional Director, South Asia and other key stakeholders, be responsible for the HR process and procedural setup of India entity.
- To operate as an effective business partner to the Regional Director and other stakeholders.
- Working with our Resourcing function, lead the recruitment for all employees.
- To ensure the HR processes, service and systems support the aims of INTO, building effective stakeholder relationships at all levels within the business and the wider HR team.
- To ensure that best practice processes and policy is applied to the HR administration relating to the employee lifecycle in line with statutory, regulatory and company compliance.
- Utilise effective HR management information via the People Management System (Workday) to monitor recruitment, staffing levels (including teacher utilisation), absence and retention, employee costs, performance coaching processes and ensure that this information is used to review and influence effective change.
- Contribute to the smooth running of payroll and effective working relationships with an outsourced payroll provider via the People Management System and other systems and processes to ensure that the payroll processes are accurate and compliant.
- To ensure, working with the Regional Director, that managers and employees contribute to the effective relationships with payroll by carrying out their responsibilities on the People Management system (Workday).
- Working with the Regional Director and other senior colleagues, ensure that best practice people and culture policy and processes are embedded to maximise fairness, equality, and diversity and support a high-performance culture.
- Contribute to the attraction and retention of high performing employees by ensuring that effective, lawful selection and recruitment strategies are put in place and that managers are appropriately trained and make sound decisions.
- Keep abreast of relevant changes in employment law and organisational development and communicate relevant changes in legislation to managers ensuring they are aware of their responsibilities.
- Support the Regional Director and Senior Managers with the management and facilitation of change projects through effective communication, consultation, training and development.
- Assist managers and the Regional Director with the championing and embedding of the broader INTO people strategy/agenda.
- Contribute to the development of effective job evaluation and pay and grading processes.
- Contribute to the development of an effective organisation structure that supports the "student promise" and reflects the financial constraints.
- Work with the Region Director and Senior Managers to develop and maintain proactive and positive employee relations.
- Refer high risk queries and case management to the central People Team to ensure that potential situations of organisational risk are escalated appropriately, and so additional resources and support can be allocated if needed.
- Work as an effective team member with other HR colleagues across INTO offices and centres.
- This role will require the individual to be familiar with the wider organisational structure and to have a good understanding of the working relationships across the organisation and the common policies and procedures.

Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce



changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Delhi. Travel within India and overseas may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

Please see the next page for person specification...



Person specification

	Essential
Legal status	<ul style="list-style-type: none"> Eligibility to work in and travel freely to and from India.
Education/ qualifications	<ul style="list-style-type: none"> Educated to Degree level or equivalent. Excellent command of written and spoken English. Relevant professional qualification together with demonstrable experience in the required areas. Demonstrate competent IT skills in Microsoft packages and HR Management systems.
Experience/skills	<ul style="list-style-type: none"> Experience of HR Business Partnering and as an HR Generalist in a global organisation. Understanding of regional HR practices and developing effective stakeholder relationships with Head Office colleagues. Good sound knowledge of Indian employment law and its practical application in a commercial environment. Ability to apply good operational employment practice and protect the organisation from potential risk and coach and influence outcomes and managers where needed. Good understanding of payroll and benefits processing. Experience of handling employee queries and checking payslips. Independent thinker, able to proactively identify opportunities for improvement/ change and implement successfully within the parameters of organisational governance. Able to assimilate data from multiple sources, problem solve and exercise excellent judgement in identifying and implementing appropriate solutions. Demonstrate the ability to influence outcomes and stakeholders where needed on a range of people projects and HR interventions within an employee lifecycle. Ability to build and manage effective relationships at all levels within the business. Able to communicate complex information in an appropriate way and adjust the communication style to meet the needs of the audience. Excellent written and verbal communication with good attention to detail where needed. Ability to be discrete, confidential and sensitive in all issues. Experienced with a good understanding of data protection governance and how to mitigate risk within the employee life cycle. Good organisational and work management skills, the ability to prioritise, show initiative, meet deadlines and work under pressure within a regulated environment. Ability to present a positive image of the company as the first point of contact for people inside and outside the company. Committed and responsible for promoting and safeguarding the welfare of children and young adults.

Commented [DR1]: It may be a stretch to expect GDPR experience and understanding so this may be more flexibly phrased as "data protection", with a willingness to be trained on GDPR specifics.