**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **DESIGNATION/ TITLE:** | **AM / Manager (Global HR Operations and Payroll)** |
| **REPORTING TO** | VP – Human Resources |
| **NUMBER OF REPORTS** | Individual Contributor role |
| **LOCATION** | Mumbai - Santacruz |
| **OBJECTIVE** | This role is responsible for providing comprehensive support to the HR department in the areas of HR operations, data management, employee lifecycle processes, overseeing the payroll process, implementing, and maintaining HR management systems (HRMS), performing HR Management Information System (MIS) activities and HR system administration at a global level. This role plays a critical part in ensuring the smooth functioning of HR processes and maintaining accurate employee records within an organization. |
| **KEY RESPONSIBILITIES** |  HR Operations Management:• Serve as the primary point of contact for HR-related inquiries from employees, managers, and other stakeholders. • Administer HR policies, procedures, and programs, ensuring compliance with relevant employment laws and regulations. • Manage and maintain HR documentation, including employee handbooks, policies, and standard operating procedures. Employee Data Management: - • Oversee the maintenance and accuracy of employee data in the HR information system (HRIS) or other HR databases. • Process and track employee changes, including new hires, terminations, promotions, transfers, and salary adjustments. • Generate reports and analyze HR data to support decision-making and provide insights to HR leadership. Payroll Administration: • Manage end-to-end payroll processing, including calculating employee wages, salaries, overtime, bonuses, and deductions. • Ensure accurate and timely payroll disbursement to employees, adhering to applicable labor laws and company policies. • Validate payroll data, resolve discrepancies, and collaborate with finance departments for payroll-related accounts • Stay updated on payroll regulations and compliance requirements. HRMS Implementation and Management: • Lead or support the implementation of HR management systems (HRMS) within the organization. • Collaborate with cross-functional teams, such as IT and HR, to gather system requirements, configure HRMS modules, and ensure data integrity. • Conduct system testing, resolve issues or errors, and provide end-user training on HRMS functionality. • Serve as the primary point of contact for HRMS-related inquiries, troubleshooting system issues, and managing system upgrades or enhancements. Compliance and Reporting: • Stay updated on relevant employment laws, regulations, and industry trends to ensure HR practices and policies are compliant. • Assist in the preparation of HR-related reports, such as headcount analysis, turnover rates, and diversity metrics. • Support audits and compliance reviews, providing necessary documentation and ensuring data accuracy and confidentiality. • Collaborate with HR team members, finance, IT, and external vendors to ensure smooth payroll processing, HRMS implementation, and data management. • Work closely with HR business partners and managers to address employee queries related to payroll, HRMS, and HR data. |

**JOB SPECIFICATION**

|  |  |
| --- | --- |
| **YEARS OF EXPERIENCE/AGE** | 6 -8 years of experience in Human Resource operations |
| **QUALIFICATION** | Bachelor’s degree in human resources, Business Administration, Finance, or a related field (or equivalent work experience) |
| **TARGET INDUSTRIES** | * Companies operating in the software/ HR space.
* Companies operating in the B2B and/or B2C space offering payments and financial services products.
* Banking/ Finance/ Consumer FINTECH products/ B2B FINTECH products
 |
| **COMPETENCIES** | **Technical & Strategic*** Prior experience in HR operations, payroll administration at global level in regions like CEMEA and APAC
* Strong understanding of payroll regulations, labor laws, and HR best practices.
* Proficiency in payroll software and HR management systems (HRMS).
* Advanced Excel skills for data analysis and reporting.
* Attention to detail and ability to maintain data accuracy.
* Excellent organizational, time management, and problem-solving skills.
* Strong communication and interpersonal skills to work effectively with cross functional teams.

**Behavioral Competencies** * Must be highly analytical, logical & have a number driven aptitude.
* Must possess strong problem-solving skills, critical thinking and should be a result oriented person.
* Must possess a high degree of artfulness and tact in managing issues and difficult situations
 |
| **COMPENSATION** | As per Industry standards |