

Employee Welfare Executive

About the organisation and department

The mission of Animal Aid Unlimited is to rescue and treat the un-owned street animals of India who have become ill or injured, and through their rescue inspire a community to protect and defend the lives of all animals.

We operate one of India's most active rescue services, responding to more than 100 calls on our helpline every day and involving thousands of Udaipur residents in the process of rescuing street animals every year. Our hospital and sanctuary (located in Badi, 10km from Udaipur) house a total of more than 600 animals (dogs, cows, donkeys, cats and other animals).

The employee welfare executive is part of the HR department and plays a vital role in ensuring the employee's health, safety and work life balance.

Designation – Employee Welfare Executive

Reports to – HR Generalist

Number of positions – 1

General purpose of the role

Animal Aid is a unique working environment. Our hospital is open 24/7, meaning that our staff are working on Sunday, festivals and other days when other establishments are usually closed. Due to the nature of the services that we provide, we need advance planning of leaves. Our staff are working outdoor with rain, heat and cold. The key responsibility of the employee welfare executive is to maintain a constructive and positive dialogue between the organization and the staff members.

Animal Aid must be able to run its operations smoothly under all conditions, while ensuring that our staff are motivated and satisfied with their job, and that they are enjoying the full benefits given by their job and understand their essential roles in saving thousands of animals every year. This requires intense communication with staff members and in particular with the ground staff, which represent the great majority of our staff force. The employee welfare manager is responsible to make sure that the staff are working side by side with the organization, while maintaining and improving their work-life balance.

Key area of responsibility

1. Create trusting relations with all employees, from the newly joined to the senior staff
2. Prepare a plan to meet regularly with every employee. These meetings should represent a safe space for the employees to share anything they feel about their personal or professional life
3. Maintain dossier for every staff, including their family status, previous discussions, future plans. These dossiers should remain confidential

4. Ensure that all the staff are aware of their benefits and how to obtain them (PF, ESI, bonus, etc)
5. Counsel staff members who are going through a difficult period, whether on the job or on their personal life
6. Ensure that all staff fully understand Animal Aid's HR policies and the reasons behind the policies
7. Whenever an issue with an employee arises, help the dialogue between the HR team/management and the employee. For example, about a leave request or a disciplinary issue
8. Whenever an issue between two or more employees arises, promote a constructive dialogue between the employees to find a common solution and/or clarify the issue
9. Conduct anonymous surveys on staff welfare and collect suggestions from staff members
10. Prepare regular reports for the management including suggestions on how to improve the relations with the staff and their work-life balance
11. Address employee queries and grievances in a timely and professional manner
12. Maintain a positive working environment for the employee
13. Suggest and organize recreational programs for the staff

Experience, education and skills

1. 2+ years of experience in any type of public dealing. Previous experience in a similar position or in counselling is a big plus
2. Graduate in any field.
3. Good IT skills:
 - a. MS office, especially Excel (mandatory).
 - b. Google drive.
4. Any experience with animals (volunteers, neighbourhood animals, etc) is a plus.

Personal attributes

1. Fluent in Hindi and English (fluency in Mewari is a plus).
2. Understanding of the mission of the organization.
3. Comfortable around animals or willingness to learn (must).
4. Conflict resolution ability and strong empathy
5. Ability to communicate with staff from different socio-economic backgrounds and level.
6. Ability to accurately follow the instructions and report regularly.
7. Punctual about the work and consistent attendance.