

WE'RE HIRING

HEAD OF OPERATIONS



(Leading and scaling Safe In India's Worker Assistance Centers nationwide, ensuring high-quality service delivery, operational excellence, and impactful support to injured workers)

- **Location:** Gurugram
- **Reporting to:** Chief Executive Officer
- **Salary:** Negotiable commensurate with experience and qualifications and NGO salary scales.
- **Last date for receiving applications:** 14th July 2025
- **About the Organisation:**

Safe In India Foundation (SII) works to improve workplace safety in India's auto-sector supply chain and to ensure injured workers can access their rightful ESIC (Employees' State Insurance Corporation) healthcare and compensation benefits. Our Worker Assistance Centres (WACs) in Gurgaon, Manesar, Faridabad, Pune & Chakan (existing) and Chennai, Bengaluru, & Ahmedabad (planned) support thousands of workers in navigating ESIC systems and living with dignity after workplace injuries.

We also work towards systemic improvements in workplace safety and ESIC service delivery, contributing to SDG 8 (Decent Work and Economic Growth). Guided by our core values of professional integrity, worker-centricity, and evidence-based advocacy, we aim to build a safer, fairer, and more productive industrial ecosystem. To learn more, please visit our [Annual Review Blog](#).

Job Responsibilities:

- **Strategic and Operational Leadership:**

Develop and execute a national strategy for Center Operations in alignment with organisational goals. Oversee day-to-day functioning of Worker Assistance Centers to ensure consistent, high-quality service delivery and expansion into new geographies.

- **Team Building and Culture:**

Recruit, mentor, and manage high-performing regional and local teams. Foster a culture of ownership, compassion, accountability, and continuous learning.

- **Systems, Processes, and Technology:**

Design and implement scalable operational systems, SOPs, and tech-enabled workflows to ensure efficiency, consistency, and replicability across centers.

- **Data, Analytics, and Reporting:**

Build robust monitoring and evaluation frameworks. Leverage data and analytical tools to track performance, drive decision-making, and report impact to stakeholders.

- **Stakeholder Engagement and Compliance:**

Collaborate with internal teams and external partners including ESIC branches, Labour Departments, and NGOs to deliver integrated worker support. Ensure compliance with legal and organisational standards and lead timely, transparent reporting.

- **Capacity Building & Worker Training Oversight:**

Lead planning and quality assurance for an ongoing initiative to train 10,000+ workers on OSH and ESIC in Haryana, and guide similar future programmes.

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Experience and Attributes:

- Minimum 10 years of experience in operations leadership, preferably in the social sector, development organisations, or mission-driven enterprises.
- Post graduate qualification with strong academic record
- Demonstrated ability to scale and manage multi-location operations with a strong focus on systems thinking and service quality.
- Proven experience in building and institutionalising operational systems, processes, and tech-enabled workflows.
- Strong analytical mindset with the ability to design and use data systems for performance monitoring, decision-making, and impact reporting.
- Excellent leadership, communication, and interpersonal skills, with a track record of building high-performing, compassionate teams.
- Familiarity with labour rights, worker safety, or social protection systems such as ESIC is highly desirable.

Interested candidates to share **a single file with a CV (maximum 2 pages) and a one-page cover letter on how you fit the role and your motivation to apply for this position** to ghanraj@safeinindia.org and cc neeraj.safeinindia@gmail.com by 14th July 2025.



Send your CV & Cover Letter to:

- ghanraj@safeinindia.org
- neeraj.safeinindia@gmail.com

Apply by - 14th July 2025

APPLY NOW