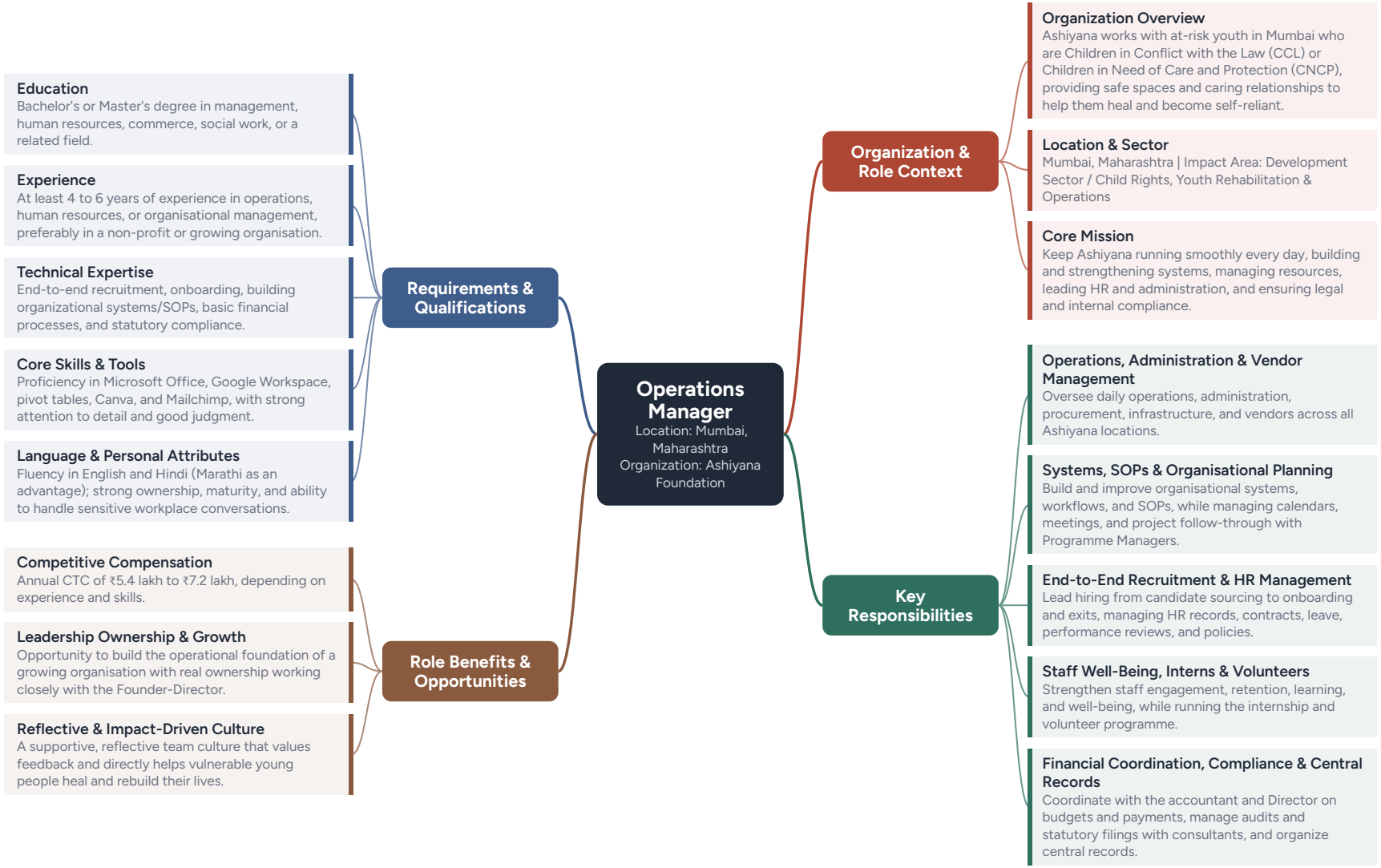
Ashiyana Foundation

Operations Manager in Mumbai | Ashiyana Foundation | ₹5.4-7.2 LPA

Mumbai, Maharashtra · full-time · mid level · ₹45,000 - ₹60,000 /month

Application Assist →

View on aikyamjobs.org



Skills this role needs

Operations management	Recruitment and onboarding	HR systems and policies	Statutory compliance	Google Workspace / Microsoft Office / Canva

Job description

Ashiyana Foundation

Ashiyana works with at-risk youth in Mumbai who are Children in Conflict with the Law (CCL) or Children in Need of Care and Protection (CNCP), as defined by the Juvenile Justice (Care and Protection of Children) Act, 2015. Most of these children and young people have dropped out of school, lived on the streets, struggled with addiction or been taken into custody, and many carry deep trauma. Ashiyana believes that safe spaces and strong, caring relationships help young people heal from the inside. With that support, they can change their behaviour, become self-reliant and break the cycle of poverty and violence.

Role

The Operations Manager keeps Ashiyana running smoothly every day, so that the teams working with young people have what they need. Working closely with the Founder-Director and Programme Managers, you will build and strengthen systems, manage resources, lead HR (human resources) and administration, and make sure the organisation meets its legal and internal requirements. This is a hands-on role for someone who takes ownership, spots needs early, fixes gaps and turns decisions into action, helping lay a strong base for Ashiyana's growth.

Responsibilities

- Oversee daily operations, administration, buying, infrastructure and vendors across all of Ashiyana's locations.
- Build and improve organisational systems, workflows and SOPs (standard operating procedures), and find practical fixes for gaps.
- Coordinate with Programme Managers on operational and resource needs, and manage organisational planning, calendars, meetings and reviews, making sure decisions are followed through.
- Lead recruitment from start to finish, from identifying hiring needs and sourcing candidates to interviews and reference checks, and run onboarding, induction and exit processes.
- Manage HR systems, staff records, contracts, attendance, leave, probation and performance reviews, and develop and put into practice organisational policies.
- Strengthen staff engagement, retention, learning and well-being, and run the internship and volunteer programme, including recruitment, training and supervision.
- Coordinate with the accountant and Director on budgets, expenses, payments and financial records, and with consultants on audits, statutory compliance, filings and renewals.
- Keep contracts, MoUs (memoranda of understanding), programme documents and internal records organised in a central shared space, so the work does not depend on any one person.

Requirements

- A bachelor's or master's degree in management, human resources, commerce, social work or a related field.
- At least 4-6 years of experience in operations, human resources or organisational management.
- Proven experience in recruitment, onboarding and building organisational systems.
- A working understanding of basic financial processes and statutory compliance.
- Fluency in English and Hindi, with Marathi as an advantage.
- Good skills in Microsoft Office, Google Workspace, data analysis with pivot tables, and communication tools like Canva and Mailchimp.
- Prior work in a non-profit or a small, growing organisation is an advantage.
- A strong sense of ownership, good judgement, attention to detail and the maturity to handle sensitive workplace conversations with care.

Benefits

- Annual CTC (cost to company) of ₹5.4 lakh - ₹7.2 lakh, depending on your experience and skills.
- A chance to build the operational base of a growing organisation that supports young people through hard times.
- Close work with the Founder-Director and Programme Managers, with real ownership over how the organisation runs.
- A reflective team culture that values feedback and continuous learning.

Apply

Check your fit for the role and receive the apply link in your mailbox

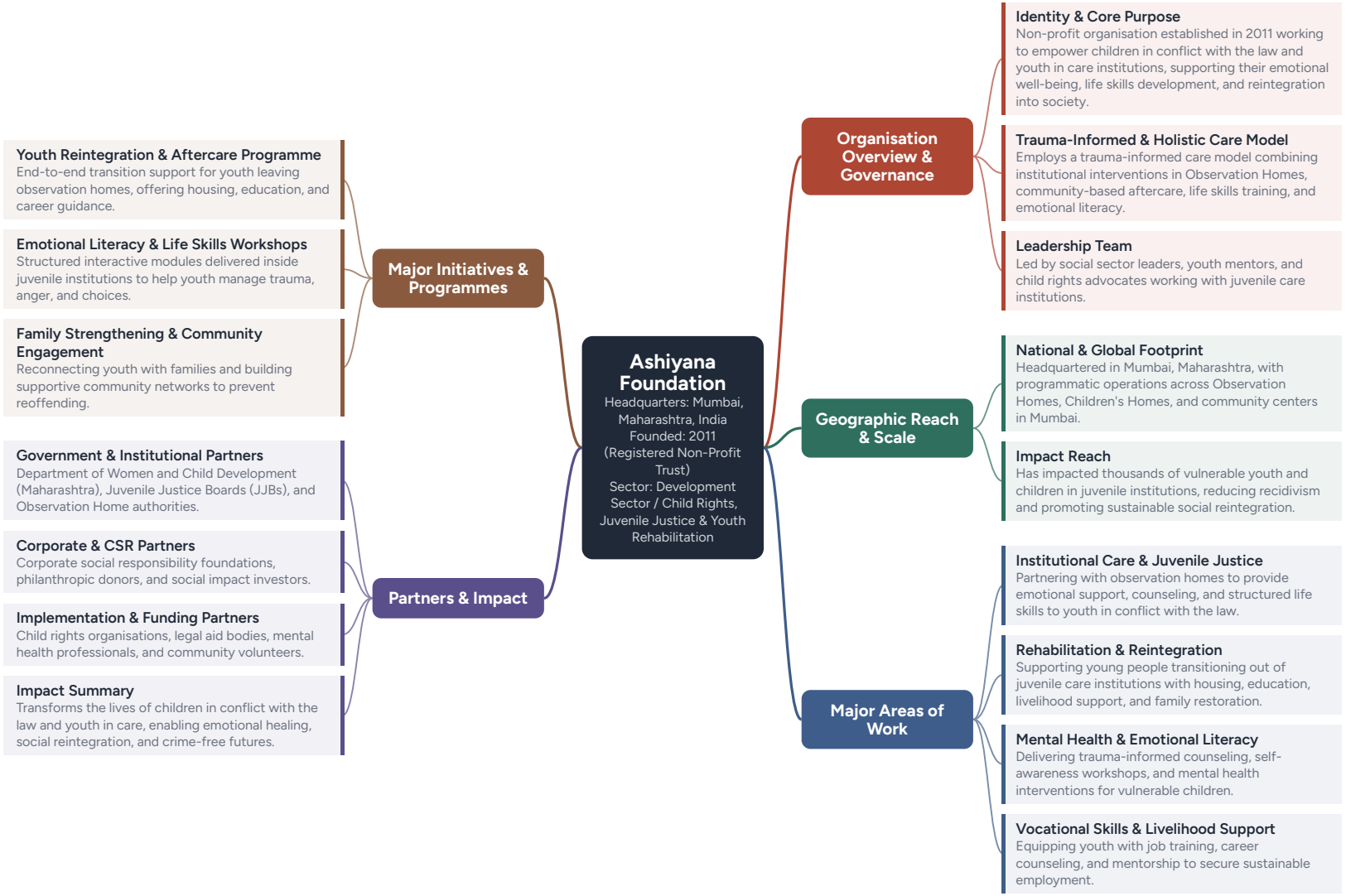
Follow our WhatsApp Channel to get notified about the latest jobs.

About the organisation

Ashiyana Foundation

Child Protection and Youth Reintegration

ashiyanafoundation.org ↗
More on aikyamjobs.org



About Ashiyana Foundation

Ashiyana Foundation (Ashiyana) is an NGO that works with children and youth at risk who live in reform centres and children's homes in Mumbai. It builds safe spaces and positive relationships inside these institutions. Its aim is to help vulnerable children and youth change their lives, become self-reliant and return to society. Ashiyana's approach is to change the environment a child grows up in rather than try to fix the child. It does this through work inside institutions, support after children leave, and restorative practice.

> *Headquarters: Mumbai, Maharashtra, India*

Major Areas of Work

- Institutional care: Creating safe and caring spaces for children inside reform centres and children's homes.
- Reintegration: Helping young people who leave institutional care settle back into society and become self-reliant.
- Restorative practice: Using restorative approaches to build relationships and deal with harm in ways that focus on repair, not punishment.
- Arts and therapy: Running arts-based and therapeutic sessions, such as drama, to help children engage and express themselves.
- Livelihoods: Working with employers to give young people a fair second chance through jobs.

Major Initiatives and Programmes

- Inside Institutions: Work carried out inside reform centres and children's homes, including arts-based therapy sessions at institutions such as David Sassoon Industrial School for boys.
- Reintegration Program: Support for children and youth as they leave institutional care and return to their communities.
- Restorative Approaches: Restorative practice used with children, youth and the systems around them.
- Be an Employer: A programme that invites employers to hire young people from institutional care and give them a fair second chance.
- Volunteering: Opportunities for individuals and professionals to work with children in the institutions where Ashiyana is active.

Leadership

- Sachi Maniar, Founder

Ashiyana suits people who want to work directly with children and young people in the juvenile justice and child care system. The work involves dealing with government institutions and their processes, building trust with young people over time, and supporting them through the move back into society. It offers experience in child protection, restorative practice, arts-based work and livelihood linkages. It is a good fit for social workers, counsellors, educators and youth workers who are patient and can keep going in a system with a lot of bureaucracy.

Interested? Application Assist → · Full listing: https://aikyamjobs.org/jobs/operations-manager-in-mumbai-ashiyana-foundation-5-4-7-2-lpa