

A photograph of a man and a young boy sitting on a bench, facing each other. The man is wearing a white shirt, a brown cap, and glasses. The boy is wearing a striped shirt. In the background, a blue train is visible with the text "FIRST AC CHAIR CAR" on it. Other people are walking in the background.

**JOIN OUR MISSION**

**FOR CHILDREN AT RISK  
ON THE STREETS**

**SENIOR PEOPLE AND CULTURE OFFICER**

**RAILWAY CHILDREN INDIA – RECRUITMENT PACK**

**children** RAILWAY  
No child lost to the streets



# WE BELIEVE IN A WORLD WHERE NO CHILD EVER HAS TO LIVE ON THE STREETS

Each day, across India – poverty, violence, family breakdown, neglect and mental health challenges force thousands of children from their homes. But, on streets and at transport hubs, children are vulnerable to exploitation, trafficking and abuse. The longer they are missing, the greater the chances they will be lost to the streets.

Railway Children India team has been working with these children for the past two and a half decades to ensure they are protected as early as possible and reintegrated with family-based care sustainably. We believe in a world where every child can thrive, away from a life on the streets. To achieve our mission, we **(a)** deliver high quality direct work with children to prototype solutions, **(b)** achieve impact at scale through system change and **(c)** build organisational capability. As we develop our strategy to 2030, we have ambitious plans to ensure no child is left behind, wherever we work.

## WHO WE ARE



### OUR VISION

A world where every child can thrive away from a life on the streets.



### OUR MISSION

Create and enable sustainable change for children living alone and at risk on the street.



### OUR AIM FOR 2030

We will evidence and demonstrate, effective and sustainable safeguarding solutions for street connected children.



# WHAT WE STAND FOR

## We stand for children

- We stand for children
- The children who don't have a voice.
- The invisible children.
- The children struggling to survive on the streets around the world every day.
- The generations of children suffer repeated cycles of abuse.

**WE STAND FOR CHILDREN,  
THEIR CHILDHOODS  
AND THEIR FUTURES!**

These Five Values  
Guide Our Work



### **NEVER GIVE UP**

Face challenges head on.



### **HAVE COURAGE**

Push boundaries.  
Think big.



### **EARN TRUST**

Be honest. Always act  
with integrity.



### **SHOW COMPASSION**

Be kind and show  
respect to all.



### **NURTURE TALENT**

Encourage growth.  
Enable others.



## THE ROLE

<b>Job Title:</b>	Senior People and Culture Officer
<b>Department:</b>	People and Culture
<b>Location:</b>	Delhi/NCR
<b>Direct reporting to:</b>	Chief Executive Officer
<b>Functional reporting to:</b>	Chief Executive Officer
<b>Responsible for:</b>	No reporting team member.
<b>Nature of employment:</b>	Permanent

## JOB PURPOSE

1. Ensure HR operations, policies and procedures are effectively developed, managed and implemented
2. Work closely with the CEO in building and sustaining an organisational culture that is enabling and positive. This position will play a critical role in the successful delivery of RCI's strategic plan by empowering people to deliver their roles and responsibilities.

# KEY RESPONSIBILITIES

## HR operations

- Drive process excellence in people and culture operations and ensure that all stages/phases of the operations (Recruitment, joining, onboarding, Group Medclaim/Accidental Policies, GreytHR, HR Audit, Full & Final Settlement, Attrition Analysis, attendance and MIS reports etc.) are deployed in line with key process metrics.
- Ensure that all HR related processes are adhered to effectively and efficiently. For e.g. Employees Provident Fund, ESI, POSH. This also includes developing and managing relationships with compliance authorities.
- Provide guidance to Employees on organisational policies and procedures interpretation, managing any employee relations issues including disciplinary and grievance processes.
- Work closely with the Railway Children Group People and Culture Director to align on group people and culture standards and promote best practice across the group.
- Coordinate the implementation of the Performance Development and Management Policy (PMS) and its review as may be needed from time to time.
- Conduct Periodic Job Analysis exercise in consultation with CEO and share recommendation based on analysis and insight.
- Sustain positive relations with employees and actively support the team to solve operational challenges.
- Work with the Head of Operations to audit staff and consultants' files and ensure all files are complete and up to date.

## Engagement and Organisational Culture

- Support the CEO in implementing culture building actions such as employee survey, employee engagement activities and other similar activities as assigned by CEO.
- Coordinate with the CEO to develop new and revise existing organisational policies as an when they are due, ensuring that these are legally compliant and enhance RCI's ability to attract and retain talent.
- Design and implement annual employee survey, in alignment with the Group, and support the Chief Executive Officer in developing an improvement plan based on the output.
- Work with the Group Director of People and Culture on building group organisational culture and engagement initiatives that promote the organisation as a great place to work
- Take up any other work assigned by the CEO.

## General

- Uphold and work within Railway Children India's policies and procedures.
- Conduct yourself in accordance with Railway Children India's Child Safeguarding Policy and Code of Conduct Policy in personal and professional life – which includes reporting suspicions of child abuse or any other breach of these policies.
- Actively promote and embody Railway Children India's core values of NEVER GIVE UP, HAVE COURAGE, EARN TRUST, SHOW COMPASSION and NURTURE TALENT across the organization.
- Undertake any other duties, as appropriate to the post, as delegated by the line manager.

# KEY RESPONSIBILITIES CONTINUED

## Expected competencies:

- 7 to 10 years of experience in HR, preferably in the NGO sector.
- Postgraduate with HR specialization and knowledge/experience of HR legal compliances and best practice in people and culture initiatives.
- Strong documentation skills with varied writing styles.
- Excellent attention to detail
- Good organisational skills
- Able to work independently and proactively under supervision
- Clarity in communication and analytical skills.
- Proficiency in all applications of MS Office, especially Word and Excel.
- Strong presentation and interpersonal skills with the ability to build strong working relationships at all levels.
- Good language proficiency in English and any one regional language.
- Ability to provide constructive feedback and openness to receive feedback, with the purpose of collective improvement.
- Sensitive to the rights of children, especially on child protection and gender issues.
- Coordination, networking and partnership-building skills.
- Willingness to undertake extensive field work.
- A flexible approach to work with the ability to work under pressure.
- Demonstrable commitment to and the ability to uphold and promote Railway Children India's core values.
- Understanding of the importance of an organisational Code of Conduct and Safeguarding policy.



# A GREAT PLACE TO WORK

## THE BENEFITS

As well as helping some of the world's most vulnerable children, we offer some great perks:






- Railway Children India has several examples of employees growing within the organisation and long association.
- Confirmed employees can avail 24 days holiday annually.
- Gratuity and EPF.
- A culture we're proud of. Driven by our CEO, values are at the heart of our culture and make Railway Children India a positive and enabling environment to work.
- Flexible working environment and home working.
- Personal accidental insurance for self and medical insurance for self, spouse, and children.
- More than 90% staff believes Railway Children India is a great place to work, is delivering on its mission and feel proud of the organisation (latest employee survey).



# OUR PEOPLE PROMISE

All that we can achieve as an organisation is only possible because we have dedicated, skilled and courageous people. Their tenacity, passion and compassion create a culture that enables us to deliver incremental value beyond the resources we could ever have available to us. We know this, we witness it every day and therefore we strive to create an organisation that values them and their contribution.

As we set out to achieve lifesaving change for vulnerable children, we make our people a promise:

-  We will ensure diversity and inclusion, following transparent, fair and rigorous recruitment processes that attract and encourage applications from a diverse range of candidates.
-  We will support new people to fully settle into their new role and our organisation by providing a structured induction and integration programme.
-  We will work with our people to identify their career and development goals and facilitate opportunities for growth.
-  We will develop and implement a wide range of initiatives that ensure that our people are well-managed, supported, cared for and feel valued, listened to and included.
-  When people leave, we will listen and learn and seek leavers to be ambassadors for Railway Children.





# STILL INTERESTED?

## HOW TO APPLY...

To apply for this position, please complete the application form and return it to [contact@railwaychildren.org.in](mailto:contact@railwaychildren.org.in). Please include job title applied for in email subject. Please note that Railway Children will only accept applications made using this application form and will not accept CVs, academic certificates or covering letters.

**Closing date:** 18<sup>th</sup> May 2025.

At Railway Children, we are committed to the safeguarding and protection of all those who come into contact with us in our work. We follow a range of procedures to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of background and reference checks including criminal records check.

Due to the number of applications often received, only those to be invited for interview will be informed of the outcome of their application.

Applicants who have not heard within two weeks of the closing date should assume they have been unsuccessful.

**THANK YOU.**