



Manager – Administration

About Ummeed:

Ummeed is one of India's premier non-profit organizations providing family-centred care to children with developmental disabilities and their families. We believe that all children with developmental disabilities can be included in society and reach their maximum potential, if given the chance.

As an organization with a workforce of over 90 committed professionals, Ummeed's transdisciplinary approach works towards:

- Supporting children in overcoming their disabilities through direct clinical services and helping families in their journey towards acceptance and empowerment
- Building a network of trained professionals and community workers who can prevent, diagnose, and manage developmental disabilities effectively

The team at Ummeed is a diverse group of highly passionate, motivated and talented individuals. Ummeed offers its team members opportunities to grow professionally and personally, inculcating and reflecting a strong culture of supervision and mentorship, and the space for continued learning.



About "the position" at Ummeed:

The Admin team at Ummeed is a critical enabler to Ummeed's mission to help children with disabilities and their families feel included and empowered, and building capacity of other professionals to work in this space.

This team performs three main functions at Ummeed: Scheduling services for children and families, managing Ummeed's Facilities (the clinic and the training facility), and manning the Front Desk at both these facilities.

The Admin Manager will be responsible for ensuring that the Admin team delivers high quality and efficient administrative services at Ummeed's centers, so that families and trainees feel comfortable at Ummeed, and Ummeed's professionals are able to deliver clinical and training services seamlessly.

The position will need to take into account the unique nature of Ummeed's services, as well as Ummeed's culture of family centered care, inclusive & accepting, collaboration, vision as the primary goal, committed to develop personally & professionally, while ensuring that external and internal customer needs remain at the core of admin team services.

Primary Responsibilities:

1. Serve as Team Leader of the Admin team – this includes supervision, coaching, and professional development of members of the Admin team
2. Ensure that the team delivers their responsibilities under Scheduling Services, Facilities Management, and Front Desk:

- a. Scheduling Services – intake calls, scheduling/ rescheduling/ cancellations (including updation of Practo), maintenance of wait-lists, patient files (including online documents), reports dispatch, clinic master information sheet (MIS)
 - b. Facilities Management – vendor management (negotiation, finalization of annual rate contracts), purchases (best quality goods and services at competitive prices), repairs and maintenance, consumables, coordination with landlord/ society (upkeep of premises, taxes, etc.), logistics for events and workshops, projectors/ cameras, Shops & Establishments Act and other statutory compliance, travel desk
 - c. Front Desk – incoming calls, support to families who come for sessions (concession forms, handouts, collection of fees and receipting, Practo updation), support to trainees who come for training (recruitment calls, collection of fees and receipting, registration and feedback forms), room bookings, stationery and other requests, courier management, events support
3. Ensure smooth day to day operations within allocated annual budgets
 4. Formulate, revise and implement administration policies and procedures (including process improvements towards better quality and efficiency), while ensuring compliance with all applicable laws and regulations
 5. Seek feedback from internal and external customers, and support team in responding to it constructively
 6. Sustain smooth and collaborative relationships with all teams at Ummeed, and also families and trainees that come to Ummeed to avail of its services

Minimum Qualifications:

Graduate in any discipline with post graduate Diploma in Office Management

Prior Experience:

The ideal candidate would have at least 5 years of experience in managing admin functions mentioned under “Primary Responsibilities” above

Reporting to: Head - Administration

Essential skills required:

The incumbent must demonstrate the following skills:

1. Problem Solving: Has strong analytical skills. Identifies, presents problem analysis and recommends solutions.
2. Teamwork: Collaborates and contributes to a positive and supportive working environment. Has the ability to work with diverse teams.
3. Coaching: Is able to identify skill gaps in reporting team members and provides required and appropriate support to build these skills.
4. Focus on quality: Adheres to and ensures the prescribed quality standards are maintained.
5. Communication: Communicates effectively with concerned stakeholders to ensure transparency in functions, through appropriate means such as telephone, email, face to face.
6. MS Office skills: Proficient with MS Word, Excel, and Powerpoint

Salary will be commensurate with qualifications and experience. Parents of children with disabilities are encouraged to apply.

Candidates meeting the criteria may email their updated resumes to careers@ummeed.org.