

## TERMS OF REFERENCE

### Operations and HR Coordinator

**LOCATION:** New Delhi, India

**POSITION TYPE:** Full-time, office-based

#### About GDN

The [Global Development Network \(GDN\)](http://www.gdn.int) is a public international organisation that supports high-quality, policy-oriented, social science research in Low- and Middle- Income Countries (LMICs), to promote better lives. Founded in 1999, GDN is headquartered in New Delhi (India), with offices in Clermont-Ferrand (France) and Arlington (USA). Our work spans the Global South.

#### Position Summary

The Operations and HR Coordinator will play a pivotal role in supporting GDN's operational efficiency and effectiveness by ensuring the smooth running of day-to-day operations and strengthening coordination across the programme, administration, and finance teams.

#### Scope of Work

##### Administrative Coordination

In addition to managing day-to-day administrative operations, the role will be responsible for supporting the continued strengthening of GDN's administrative systems and executive office functions during a period of organisational growth and increasing operational complexity.

- Manage day-to-day administrative operations, including correspondence, document management, records maintenance, filing systems, and office administration.
- Coordinate and maintain the President's calendar, including meetings, missions, conferences, appointments, and key organisational deadlines.
- Prepare meeting agendas, briefing notes, presentations, reports, talking points, correspondence, and follow-up actions for management and governance meetings.
- Maintain central records of organisational policies, procedures, contracts, agreements, Board documents, and institutional archives.
- Coordinate logistics for meetings, workshops, missions, and high-level stakeholder engagements, ensuring timely preparation of all supporting documentation.
- Serve as the focal point for administrative coordination across teams, ensuring timely flow of information and resolution of operational issues.

##### Operational Efficiency and Organisational Coordination

A key priority for this role will be to strengthen organisational coordination, accountability, and follow-up systems across GDN's global operations, ensuring that institutional priorities are effectively tracked and delivered.

- Track deliverables, deadlines, and commitments for the operations team and proactively follow up to ensure timely completion and accountability.
- Monitor implementation of management decisions and strategic priorities, escalating delays, risks, and bottlenecks to senior management where required.
- Support procurement, vendor management, contract administration, and operational expenditures, ensuring compliance with organisational procedures.
- Maintain oversight of operational timelines and organisational commitments, ensuring key milestones are achieved on schedule.

- Identify process inefficiencies and develop practical systems, trackers, and workflow improvements to strengthen organisational effectiveness.

### **Human Resources Administration**

The role will play an important part in strengthening HR administration, workforce planning, and employee lifecycle management across multiple jurisdictions and employment arrangements.

- Coordinate recruitment processes, including vacancy announcements, scheduling interviews, managing candidate communications, and maintaining recruitment records.
- Administer onboarding and offboarding processes, including employment documentation, induction schedules, system access and exit procedures.
- Maintain and monitor all employee contracts, contract amendments, consultant agreements, and personnel records.
- Track probation periods, contract expiry dates, performance review schedules, leave balances, and other HR deadlines, ensuring timely action by line managers.
- Coordinate with payroll providers, HR platforms, and external service providers to support employee administration and contract management.
- Monitor compliance with internal HR policies, employment regulations, and organisational procedures across different jurisdictions.
- Maintain confidential employee records and HR databases, ensuring accuracy, completeness, and compliance with data protection requirements.

### **Data Integrity, Knowledge Management, and Reporting**

A major focus of this role will be supporting GDN's transition towards more integrated organisational systems, improved institutional memory, and stronger data-driven management practices.

- Establish and manage a central digital repository for organisational documents, contracts, policies, reports, governance records, and institutional knowledge.
- Maintain accurate databases of partners, consultants, grantees, service providers, donors, and key organisational stakeholders.
- Ensure operational data is systematically collected, validated, stored, and accessible for decision-making, reporting, and institutional learning.
- Support knowledge management initiatives by documenting processes, lessons learned, best practices, and institutional memory.

### **Qualifications and Skills**

- Education: Bachelor's degree in Business Administration, Management, or a related field is preferred.
- Experience: Minimum of ten (10) years of experience in an administrative or operational role.
- Time Management: Capable of managing multiple priorities and deadlines. Excellent organisational, coordination and multitasking abilities.
- English Proficiency: strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and other relevant software.
- Initiative: Proactive approach to identifying and addressing operational needs. Detail-oriented with strong problem-solving skills.
- Interpersonal Skills: Ability to interact effectively with team members and external stakeholders.
- Adaptability: Flexibility to handle changing demands and priorities.

### **Application Procedure**

Interested candidates are invited to submit the following documents on GDN's [Application Portal](#):

- An updated CV
- A cover letter detailing your qualifications, experience, and salary expectations
- Contact details of at least three professional references

Please specify the earliest date you can join. GDN aims to fill the position on priority; therefore, applications will be reviewed on a rolling basis. The deadline for applications is **Sunday, 19 July 2026**.

*Global Development Network is an equal opportunity employer and encourages candidates of all backgrounds to apply. We thank all applicants for their interest; however, only those selected for an interview will be contacted.*