



CBM India Trust

Position Profile

CBM India Trust is committed to improving the quality of life of people with disabilities. CBM India addresses disability as a cause and consequence of poverty in the most disadvantaged communities of the world. We work in partnership with local, national, and international actors with the aim of creating a more equal society for all. Our vision is to have an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Position: Recruitment Lead

Location: Bengaluru

Unit: HR / Division of Direct Support (DoDS)

Reporting to: Head of Fundraising Channels

Objective:

The Recruitment Lead plays a critical role in building a high-performing workforce to support CBM India's fundraising goals, especially the frontline retail fundraising team. This role ensures recruitment processes are data-driven, inclusive, and aligned with current market practices. The Recruitment Lead will drive end-to-end talent acquisition, from workforce planning and sourcing to onboarding, while continuously innovating to enhance employer branding and candidate experience.

Responsibilities:

1.Strategic Workforce Planning & Execution

- Collaborate with business leaders and city teams to understand current and future hiring needs based on expansion plans, attrition trends, and campaign performance.
- Create detailed manpower planning forecasts and hiring calendars aligned with organizational goals and budgets.
- Build a talent acquisition roadmap with milestones for volume hiring and specialist roles.
- Actively track recruitment metrics such as time-to-fill, source-of-hire, offer acceptance rate, and quality of hire to optimize performance.

2. Sourcing, Screening & Selection

- Leverage advanced sourcing tools and strategies to attract a diverse talent pool, including Naukri, Indeed, DevnetJobs, LinkedIn Recruiter, and social media campaigns.
- Build proactive talent pipelines for high-turnover roles through database mining, social outreach, employee referrals, and walk-in drives.
 - Conduct structured interviews, assessments, and reference checks to ensure the right cultural and functional fit.
 - Implement bulk hiring strategies such as job fairs, campus drives, and city-specific outreach programs to scale frontline hiring.

3. Process Excellence & Technology Integration

- Design and implement standardized recruitment processes, including job description creation, selection matrices, and interview scorecards.
- Identify and implement a best-fit Applicant Tracking System (ATS) to streamline hiring workflows and ensure data integrity.
- Establish service-level agreements (SLAs) for hiring managers and recruiters to ensure accountability and faster closures.
- Ensure compliance with labour laws, diversity and inclusion norms, and internal audit requirements.

4. Employer Branding & Candidate Engagement

- Collaborate with the Communications team to build CBM India's employer brand across online platforms through storytelling, videos, and testimonials.
- Drive social media hiring campaigns that highlight employee experiences, organizational values, and impact stories.
- Build partnerships with NGOs, skill development centers, and educational institutions for internships, placements, and sourcing talent from underserved communities.
- Create a seamless candidate experience through timely updates, feedback mechanisms, and personalized onboarding processes.

5. Data Analytics & Market Intelligence

- Analyse hiring data to evaluate sourcing effectiveness, recruitment costs, and hiring manager satisfaction.
- Stay updated with market salary benchmarks, industry hiring trends, and competitor hiring practices to keep CBM India's recruitment strategy competitive.
- Use dashboards and reports to provide insights for strategic decision-making to senior leadership.

6. Team Development & Vendor Management

- Manage and mentor a team of recruiters across cities, setting performance targets, providing feedback, and ensuring capacity building.
- Conduct regular training sessions on behavioural interviewing, candidate engagement, and ATS usage.
- Identify and manage external vendors and agencies, including negotiating terms and evaluating performance.

7. Decision-Making Authority

- Finalize sourcing strategies and digital hiring campaigns.
- Approve recruitment-related vendor agreements and platform subscriptions.
- Select recruitment partners and approve hiring budgets in consultation with leadership.
- Make hiring decisions for recruitment team members and manage their performance lifecycle.

8. Key Internal & External Relationships

Internal:

- Head of Fundraising Channels
- HR Recruiters and HR Operations Team
- Area Managers and City Managers
- Unit Heads and Support Functions (Finance, Admin, Communications)

External:

- Recruitment Agencies, Job Portals, and Sourcing Vendors
- Placement Officers and Training Institutions
- Background Verification and Onboarding Vendors

9. Resource Management

- **People:** Responsible for leading a team of recruiters.
- **Financial:** Oversees recruitment budget and ensures cost-effective hiring.
- **Technology:** Manages recruitment tools, databases, and applicant tracking systems.

Core Competencies

- **Strategic Planning:** Ability to develop scalable hiring strategies based on organizational priorities.
- **Analytical Thinking:** Strong data orientation to improve sourcing efficiency and quality of hire.
- **Innovation:** Passion for experimenting with new sourcing channels and process automation tools.
- **Collaboration:** Demonstrated ability to work cross-functionally and build consensus.
- **Adaptability:** Thrive in a fast-paced, mission-driven environment with evolving priorities.

Work Environment

- Hybrid work model with regular field visits to city offices for understanding local hiring dynamics.
- Frequent interaction with external partners, vendors, and academic institutions.
- Involves travel across cities for recruitment campaigns, campus engagement, and job fairs.

Educational and Professional profile

- Minimum 5 years of experience in high-volume recruitment, preferably in NGOs, BPOs, BFSI, or retail sales.



- Hands-on experience with online recruitment tools (LinkedIn Recruiter, Naukri RMS, ATS platforms like Zoho, Freshteam, etc.).
- Strong interpersonal and stakeholder management skills, especially working with field teams and diverse candidates.
- Proficiency in analysing hiring metrics and drawing actionable insights.
- Experience in managing employer branding and social recruitment campaigns.

Other Requirements

- Flexibility to work outside standard hours during recruitment peaks.
- Any additional responsibilities assigned by the line manager in alignment with CBM India's goals.

The future job holder is expected to adhere to CBM India's policies and procedures, commit to CBM India's Child Safeguarding Policy and Code of Conduct, and follow CBM India's safety & security protocols.

CBM India encourages persons with disabilities and Women to explore this important opportunity.

Share your profiles to jobs@cbmindia.org