

Vacancies for the various posts at iCALL Psychosocial Helpline, TISS

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programmes from its Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. Masters' programmes are offered in a range of socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labour Studies and Habitat Studies. TISS is a research university with M. Phil. and Ph. D. programme and basic and applied research in a range of areas. A high degree of freedom and autonomy shape the positive work ethos and creativity in the Institute facilitating strong linkages between education, research, field action and Dissemination. The Institute provides significant space and resources for basic and policy research; and has re- search collaboration with some of the best universities and institutions across all continents. TISS offers a very challenging but fulfilling academic environment and opportunity to scholars committed to creating a just society through education, generation of knowledge and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centers.

About iCALL Psychosocial Helpline: iCALL Psychosocial Helpline; a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, provides counselling, support, information and referral to individuals in emotional and psychological distress, over the telephone, email and chat. The helpline currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM. Apart from service provision, iCALL engages in various research, capacity building and outreach projects independently and in partnership with State Governments and NGOs across the country to create awareness around mental health and cater to psychosocial needs of the community. Currently, iCALL is recruiting supporting staff for the helpline.

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Senior Admin Executive	1	12 Months	Rs.55,000- Rs. 58,500
2	Sr. Accounts Executive	1	12 Months	Rs.55,000- Rs. 58,500

3	Admin cum Accounts Executive Assistant	1	12 Months	Rs.40,000- Rs. 43,000
4	IT Technical Assistant	1	12 Months	Rs.35000/-

1. POST OF SENIOR ADMIN EXECUTIVE

JOB PROFILE

- Supervise the work of the team members and provide guidance on the various tasks and share feedback and suggestions.
- Scheduling meetings and reviews with the team to share feedback and suggestions.
- Coordination with the partner organizations for their requirements and proposing the actionable plan.
- Preparing the calendar for admin work and managing it on regular basis,
- Undertaking logistical arrangements as per the project requirement.
- Planning and managing all travel and accommodation.
- Coordinating with the Programmatic team and Accounts team at iCALL for all administrative work.
- Working alongside TISS admin for the smooth functioning of the project.
- Preparing regular reports (e.g. expenses and office budgets) and organizing company records.
- Offer assistance to plan and implement the strategies for the team's wellbeing.
- Ensure that good governance practices are implemented and followed in the organization.
- Monitor admin staff performance and attendance activities. Maintain leave records for the entire staff.
- Verification of bills for overall admin related work like Ticketing, stationary, TA DA Bills, Inventory floating of RFP & issue of work order etc.

- Follow up with bank related work.
- Any other work assigned by the Programmatic Team.

DESIROUS CANDIDATE MUST:

- Masters with 55% marks in any discipline plus 8 years of work experience or Bachelor's degree in any discipline with 55% of marks plus 15 years of work experience.
- Ability to work well in a fast-paced environment while still maintaining attention to details.
- Ability to work independently with tight deadlines without much support.
- Good administrative skills in order to manage the work of the project and liaison with TISS accounts department.
- Should have experience and be able to work with UN agencies and other funding agencies.
- Have knowledge of budgeting and funding related work.
- Should have minimum 5 yrs experience in an academic Institute.
- Communication skills in English and Hindi, both spoken and written, is a must. Proficiency in Marathi language would be considered as a plus point.
- Proficiency in WORD, EXCEL and related software programs such as ERP systems and FoxPro applications.
- He/ She should be well versed with all tax implications as per Government of India Norms, FCRA and all essential Audit Norms.
- Should be willing to travel, stay in locations across the country, as the need arises.

2. POST OF SR. ACCOUNTS EXECUTIVE

JOB PROFILE:

- Work along with the Programmatic Team to develop budgets for partnerships.
- Supervise the work of the team members.
- Provide handholding and assistance regularly.
- Scheduling meetings and reviews with the team to share feedback and suggestions.
- Managing accounts related activities such as raising bills, invoices and reimbursements for expenditures incurred by different projects.
- Preparing regular reports (e.g. expenses and office budgets) and organizing company records.
- Facilitate documentation of utilization of allocated funds.
- Working alongside the TISS accounts section for the smooth functioning of the project.
- Facilitate ongoing accounts operations such as salary processing, reimbursement processing, vendor payments processing, advance payments and settlements and so on.
- Ensure that accounting standards are followed and applied in the processes of the organization.
- Ensure that good governance practices are implemented and followed in the organization.
- Reconciliation of budgeted and actual spends on a fortnightly basis.
- Liaison between the Project accounts department and the main accounts department.
- Maintaining Statement of Expenditure and coordinating with Funder on a monthly basis for the same.

DESIROUS CANDIDATE MUST:

- Masters in Commerce and related disciplines with 55% marks plus 8 years of work experience OR Bachelor's degree in Commerce and related disciplines with 55% marks plus 15 years of work experience.
- Good administrative skills in order to manage the work of the project and liaison with TISS accounts department.

- Good budgeting and accounting skills.
- Communication skills in English and Hindi, both spoken and written, is a must. Proficiency in Marathi language would be considered as a plus point.
- Good knowledge about UN agencies and other funding agencies accounting procedure and able to work in UN agencies portal.
- Minimum 3 years UN budgeting and reporting experience is must.
- Should have minimum 5 yrs experience in an academic Institute.
- Excellent communication skills and proficiency in WORD, EXCEL and related software programs such as ERP systems and FoxPro applications.
- He/ She should be well versed with all tax implications as per Government of India norms, FCRA and all essential Audit Norms.
- Willingness to travel, stay in locations outside of Mumbai, as the need arises.

3. POST OF ADMIN CUM ACCOUNT EXECUTIVE ASSISTANT

JOB PROFILE:

- Maintaining accounts, documentation, logistic support to the project team and any other account related issues assigned by the Programmatic Team.
- Providing assistance to the HR team in recruitment and onboarding.
- Preparing and managing the office notes and Meeting minutes.
- Managing calendar as well as associated operations. Other tasks such as booking conference halls as well as audiovisual equipment, preparing documentation, etc.
- Handling management of major staff meetings and annual events of the organization.
- Manage general departmental administrative activities.
- Coordination with vendors and partner agencies.
- Update all databases and spreadsheets related to accounting and admin.

- Other duties and responsibilities may be assigned by the Programmatic team and Admin team.

DESIROUS CANDIDATE MUST:

- Masters in Commerce and related disciplines with 55% marks plus 5 years of work experience OR Bachelor's degree in Commerce and related disciplines with 55% marks plus 10 years of work experience
- Good knowledge of finalization of accounts of charitable organizations, charitable trusts/Statutory requirements.
- Good knowledge of maintenance of books of accounts as per accounting norms
- Knowledge of budgeting and multiple accounting and finance management
- Experience in working on ERP software
- Proficiency in word, excel, tally and powerpoint.
- Knowledge of Purchase department e.g. e-tendering process , Basic knowledge of Gem Portal.
- Knowledge of Personnel section work eg appointments, extensions.
- Experience of handling UN projects.
- Should have minimum 5 yrs experience in an academic Institute.
- Communication skills in English and Hindi, both spoken and written, is a must. Proficiency in Marathi language would be considered as a plus point.
- The candidates should be based in Mumbai.

4. POST OF IT TECHNICAL ASSISTANT

JOB PROFILE:

- Assist the Programmatic and Admin team with new requirements.
- Coordinate with the technical team and work alongside them.
- Suggesting innovative ways to fulfill project requirements.

- Maintain the calendar for all technical requirements and coordinate accordingly.
- Analyzing the data and preparing the report.
- Maintain workflow management and prepare documentation.
- Coordination with internal team and technical partners/vendors.
- Work with vendors to resolve technical issues on priority
- Maintain all IT assets issued to staff
- Provide IT support to all staff to resolve their technical glitch
- Maintain IT call logs of activities undertaken.
- Troubleshooting hardware and software issues promptly.
- Install, configure, and maintain computer systems.
- Performing routine maintenance tasks like system updates, backup and antivirus.

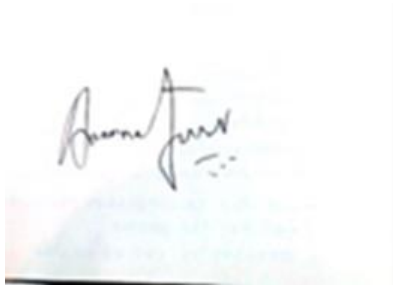
DESIROUS CANDIDATE MUST:

- Applicants must be B.Sc (IT)/ BCA/ Diploma in IT.
- Applicants must have four to five years of experience and must have good analytical and spreadsheet skills.
- Should have a minimum of two years of experience in workflow management with a team.
- Knowledge of current technologies and trends will be preferred.
- Having verbal and written communication skills.
- Ability to work independently and collaboratively.

Interested candidates may send their resume to icallhelpline@gmail.com on or before **10th April 2024** with a subject line “**Application for the post of “_____”**”. Late applications shall not be entertained. Only shortlisted candidates will be called for an interview at TISS.

For enquiries, contact;

icallhelpline@gmail.com

A handwritten signature in black ink, appearing to read 'Anura Kumari', is written over a faint, colorful, abstract background. The signature is fluid and cursive.

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science

