



## **PEOPLE OPERATIONS COORDINATOR. MUMBAI, INDIA**

**Are you ready to charter your own career?**

**The runway to success in global aviation begins here...**

Are you looking for an opportunity to work for a global brand where you can use your skills, be part of a diverse team and grow with a dynamic company? We are looking for an experienced **People Operations Coordinator** to join our team **Mumbai, India.**

### **Purpose of Role**

The People Operations Coordinator supports the efficient delivery of HR administrative processes, system updates, and employee lifecycle activities. This role ensures day-to-day operational HR tasks run smoothly, enabling leaders and employees to access accurate information and have a positive HR experience. The role focuses on execution, accuracy, and supporting standardised HR processes.

### **Responsibilities**

- Support routine HR processes such as contracts, promotions, contract changes, and absences. This list is not limited.
- Maintain accurate employee records in the HRIS and other P&C systems; processing hires, changes, and leavers.
- Run routine data validation checks and reconcile discrepancies, escalating issues to the People Operations Specialist or People Operations Partner where necessary.
- Assist with onboarding, offboarding, performance management, and other standard HR processes. This list is not limited.
- Track probation reviews and contract end dates; prompt managers and update records. This list is not limited.
- Promptly produce operational HR reports as and when requested by the business.
- Complete and record right-to-work checks; monitor visa/work-permit expiries and follow up with the People Operations Specialist and People Operations Partner where necessary.
- Handle personal data in line with GDPR (or other local data protection legislations) and company policy; follow retention rules.
- Provide reliable operational HR support to employees and managers, ensuring smooth day-to-day HR operations and positive employee experiences.
- Serve as first-line support for routine HR queries; give clear guidance and route complex cases to the People Operations Specialist and People Operations Partner.

## **What We Look For**

- Data Accuracy: Maintain accurate, complete HRIS data and personnel files.
- Process Execution: Follow approved HR processes and complete tasks on time.
- Compliance: Safeguard personal data, complete right-to-work checks, and keep compliance records up to date.
- Escalation: Identify risks or complex cases early and escalate to the People Operations Partner or People Operations Specialists.
- Accountable for maintaining accurate and up-to-date HR records and administrative workflows.
- Basic HR administration and operational knowledge.
- Attention to detail and accuracy in data entry and process execution.
- High reliability, confidentiality, and integrity.

## **What We Offer**

- Competitive salary
- Comprehensive benefits package
- Opportunity to join a global company and be part of a diverse international team
- Professional development and career opportunities
- Unlimited access to thousands of courses on LinkedIn Learning platform

With more than 50 years of experience, the Chapman Freeborn group provides a diverse range of aviation-related services on a global basis. Our expertise in all areas of the air charter industry makes us the number one choice for many of the world's leading logistics providers, multinational corporations, travel partners, and well-known names from the entertainment business.

Chapman Freeborn is a family member of Avia Solutions Group, a leading global aerospace services group with almost 100 offices and production stations providing aviation services and solutions worldwide. Avia Solutions Group unites a team of more than 11,500 professionals, providing state-of-the-art solutions to the aviation industry and beyond.

Chapman Freeborn provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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Chapman Freeborn combines over 46 years of experience with unrivaled global coverage to meet the air charter requirements of customers 24 hours a day, 365 days a year. The company's diverse client base includes major corporations, governments, non-governmental organizations (NGOs) and relief agencies, as well as high net worth individuals (HNWIs) and prominent figures from the entertainment world.