

Aajeevika Bureau
Regional Coordinator (North)
India Labour Line (ILL)

Location: Delhi

Last Date of Application: August 31, 2026

Aajeevika Bureau is seeking an experienced and committed colleague to join its **India Labourline (ILL)** team. The India Labourline is a phone based service to provide information, counselling, distress support and emergency response to informal workers throughout India. It is a powerful tool available to all categories of waged and self-employed workers in the large sectors of construction, factories, urban services, farm work, street vending etc. ILL helps thousands of workers resolve their wage disputes and ensures that they do not lose their rightful earnings to fraud and theft.

The India Labourline is managed by Aajeevika Bureau and supported by a large response network of trade unions and civil society organisations working on labour issues across the country.

For more information on Aajeevika Bureau and India Labour Line please visit

<https://www.aajeevika.org/> and <https://www.indialabourline.org>

The **Regional Coordinator (North)** will be part of the India Labour Line's leadership team to oversee and mentor the operations of the India Labourline in North India. They will provide the conceptual and operational leadership to the India Labourline as it becomes a national movement across multiple states and cities.

The **specific roles** associated with the post of Regional Coordinator are as follows:

- (a) Management and administration of the India Labour Line operations including implementation of its expansion plans.
- (b) Supporting the central operations of the India Labour Line. Quality control and monitoring of data and information coming to the helpline.
- (c) Managing and Tracking the MIS data and ensuring quick resolution of cases registered. Tracking and oversight of critical cases for speedy resolution.

- (d) Support the field teams to ensure that the Standard Operating Procedure for case resolution is being followed.
- (e) Guiding and mentoring ILL's field teams held by various CSOs across regions
- (f) Networking and liaison with labour organisers, CSOs and lawyers in order to assure swift responses to distressed workers calling in from various part of the country.
- (g) Relationship management with CSO partners holding the field teams. Networking with labour rights organisations in the region for greater visibility of ILL.
- (h) Represent ILL in relevant forums and bring its experience to various platforms of policy significance.

Who are we looking for?

We are seeking a senior colleague to fill a leadership role to manage and upscale the India Labour Line agenda. An ideal candidate will:

- Hold a Post Graduate degree with training in law, labour studies, social work, development, management or related field. People with Graduate degree but significant experience & knowledge in the area of labour & migration will be considered.
- 5 to 10 years of work experience in the development sector, with preferably at least 2 to 3 years experience on the issue of labour, migration or legal aid.
- The applicants must be interested and passionate about workers' rights, legal protection and social justice.
- Individuals with experience of managing and guiding large and multi-location field teams are likely to fare well in this role.
- The role requires a strong people orientation, administrative experience and a proven ability to nurture teams.
- Strong communication skills including the ability to write good quality reports is essential. The role will require fulfilling donor reporting requirements.
- A good grasp and comfort with data and technology is essential for this role.

Location & Travel: The position is based in Delhi but considerable travel to network and liaise with state teams will be needed. Professional connections and past / current experience of work in these geographies would be a big plus.

Compensation & Benefits

Compensation will be based on the candidate's skills and experience and will be in accordance with the organization's salary standards and norms.

We aim to be a gender just, equal opportunity employer with respect to building diversity in our teams. Women and diverse candidates are strongly encouraged to apply for this role and to mention this in the Cover Letter.

Interested candidates are requested to send their CVs with a covering letter to the following email id: jobs@indialabourline.org by August 31, 2026. **Please note that resumes sent without a covering letter will not be considered.**

Please also make sure that you write the position - **Regional Coordinator (North) ILL** - in the subject line of the email.