

Job Description – Helpdesk

Designation	Helpdesk
Location	District Office
Employment type	Renewable fixed term contract
Report to	Training Officer
Functional reportees	-
Employment level	Entry

Organization Background

Established in 2007, Educate Girls (a project of 'Foundation to Educate Girls Globally') is holistically tackling issues at the root cause of gender inequality in India's education system that has helped to ensure over 90% enrolment and higher attendance as well as improved school infrastructure, quality of education and learning outcomes for all girls.

Our comprehensive model helps communities assess their school situation, initiate action plans and empowers them to sustain positive results at the lowest cost. Educate Girls believes that if girls in the most backward gender gap districts are educated now, they will have the potential to enter the formal economy, gain employment and lift their families out of poverty. By leveraging the government's existing investment in schools, Educate Girls delivers measurable results to a large number of beneficiaries and avoids duplication or parallel delivery of services.

Because of the sustainability and scalability of the model, Educate Girls has grown from a 500-school pilot project in the Pali district of Rajasthan to now serving thousands of schools, reaching millions of children in some of India's most remote areas. The non-governmental organization has a management and outreach office in Mumbai and operations in Rajasthan and Madhya Pradesh and is committed to launching interventions in multiple new geographies across India over the coming years.

For further details about organisation please visit www.educategirls.ngo

Our Values

Gender Equality	Being able to treat people equally irrespective of gender
Integrity	Possess the ability to “know and do” what is right
Excellence	Being outstanding or extremely good, striving to lead by performance excellence
Collaboration	Working effectively and inclusively with a range of people both within and outside of the organization
Empathy	Being able to understand and share the feelings of another and use that understanding to guide our actions

Our Competencies

Strategic Thinking – Think big yet act focused	Taking Ownership – Feel responsible & accountable	Analytical Thinking – Stay true to your data
Developing Talent – Growing and taking people together		Ensuring Alignment – Think differently but work together

Job Profile

Overview of the role:

A Helpdesk has to track the progress of project and provide guidance, support and help to field staff both directly and indirectly.

Areas of Responsibility:

- Create overall monitoring and research strategy.
- Supervise all monitoring and research related activities to ensure quality.
- Collection of information
- Tracking the enhancement of work on the field
- Ensure better circulation of information within the organization and between the organization and its stakeholders (75% of time allocated)
- Receive information or request from stakeholders (Schools, Teachers, Field Staff, Team Balika)
- Keep calls records of all information
- Update existing data by tele-calls
- Maintain report and files
- Keep and Maintain organization press- book
- Help to maintain records
- Share all information with team members as required
- Provide support to all departments as required
- Assist program team when needed
- Support the field staff in their field work whenever required

Preferred Education Background:

Preferred Work Experience:

- Maintaining records

Preferred Skill Set:

- Effective communication
- Fundamental knowledge of computer - Windows and Microsoft Office applications (Outlook, Word, Excel)
- Fundamental rules of practice of tele-callers
- Organized and punctual
- Open-mindedness

"Educate Girls is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position."