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[2023 WISE Prize in Education](#)

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About Educate Girls:



Helpdesk Manager

Department: Impact Team

Location: Mumbai

Work Type: Full-time Employee

APPLY HERE

Our Core Values : Integrity | Collaboration | Gender Equality | Empathy | Excellence

- Established in 2007, Educate Girls' is a non-profit that focusses on mobilizing communities for girls' education in India's rural and educationally backward areas. Educate Girls' scalable, replicable and sustainable program model resides on top of India's 'Right to Education Act'.
- From a 500-schools pilot in 2007, Educate Girls has metamorphosed into a 24,000+ schools, over 18,000 villages across more than 33 districts in the states Rajasthan, Madhya Pradesh, Uttar Pradesh & Maharashtra.
- Since inception, Educate Girls has enrolled 1.4+ million Out-of-school girls (OOSG); 1.9+ million children have benefitted from the remedial learning curriculum. Over 18.6 million total beneficiaries have been impacted from Educate Girls' program model.
For more information log on to www.educategirls.ngo
- **In the next 10 years, Educate Girls aims to build one of the largest second-chance program - Project Pragati** - for adolescent girls and young women. The objective of Pragati is to create an ecosystem to enable 10th grade credentialing and access to better life chances for adolescent girls and women who have dropped out of the formal school-system. The goal is to transform 10 million lives in the next 10 years. For more information about the project, visit <https://www.educategirls.ngo/project-pragati/>



Role Summary

The Manager – Help Desk will oversee the Help Desk operations to ensure effective communication with stakeholders, beneficiaries, and program teams. The role focuses on managing a team responsible for gathering qualitative and quantitative data, analyzing program performance, and identifying areas of improvement through direct outreach. This position is critical to maintaining program accountability and ensuring that beneficiaries experience the intended impact.

Job Description

1. Help Desk Operations Management:
 - Oversee day-to-day operations of the Help Desk team to ensure seamless execution of all activities.
 - Design and implement efficient workflows for data collection, feedback, and reporting.
 - Ensure accurate and timely communication with stakeholders, including program beneficiaries, community members, and field staff.
2. Team Leadership:
 - Recruit, train, and mentor Help Desk team members to achieve operational excellence.
 - Assign and monitor team tasks to meet organizational objectives and deadlines.
 - Conduct regular team meetings to review progress, address challenges, and plan for improvements.
3. Data Collection & Analysis:
 - Ensure that the Help Desk collects reliable qualitative and quantitative data from stakeholders.

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- Develop data collection tools and scripts in collaboration with the Monitoring and Evaluation (M&E) team.
 - Oversee data entry, cleaning, and validation processes to ensure data accuracy.
 - Prepare periodic reports with insights derived from Help Desk data to support decision-making.
 - Share actionable feedback with relevant departments to improve program delivery.
 - Highlight trends, challenges, and success stories observed during stakeholder interactions.
4. Stakeholder Communication and Engagement:
- Establish protocols for stakeholder outreach, including calls, follow-ups, and grievance handling.
 - Monitor interactions to ensure they are professional, respectful, and aligned with Educate Girls' values.
 - Address escalations and unresolved queries from stakeholders.
5. Quality Assurance & Compliance:
- Maintain compliance with organizational policies and protocols for data privacy and security.
 - Conduct regular audits of Help Desk operations to ensure quality and efficiency.
 - Introduce innovative practices to enhance Help Desk services.

Key skills and competencies:

- Strong organizational and multitasking skills.
- Excellent written and verbal communication abilities.
- Basic understanding of training and learning principles.
- Familiarity with data management & Dashboards management
- Problem-solving mindset with attention to detail.

Apply if you have:

- Bachelor's/Master's degree in Social Sciences, Management, or a related field.
- Minimum 5-7 years of experience in managing a help desk, customer support, or similar role in the development or corporate sector.
- Proven experience in managing teams and working with diverse stakeholders.
- Strong understanding of data collection methods and tools (qualitative and quantitative).

Attributes to be successful in this role at Educate Girls:

- Are passionate about the cause & align with our Core Values
- Proficiency in computer applications, including Windows and Microsoft Office (Outlook, Word, PP, Excel).
- Language proficiency: Reading, writing and spoken proficiency in Hindi and English are mandatory.
- Relationship Management: Excellent interpersonal skills with experience in managing relationships across diverse teams and stakeholders.
- Attention to Detail: Ability to track and manage detailed aspects of Training development.

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- Strategic Vision: Capable of seeing the big picture, and aligning Training goals with Pragati program impact.
- Willingness to multi-state travel frequently (3-5 days per month) to the field for observations, training and other operational support.

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<https://forms.gle/qvGxUWYWMiTcJWiX7>