

### **About Dhwani Foundation:**

Dhwani Foundation is a Bengaluru based registered trust. Its primary objective is to improve the productivity & efficacy in the social sector, through organizational development programmes, technology enablers, system & process improvement and sectoral strengthening. Log on to [www.dhwanifoundation.org](http://www.dhwanifoundation.org) for more details. Currently foundation's work is spread in Karnataka, Tamilnadu, North-East and other parts of the country, supporting close to 1500 grassroots NGOs through various initiatives. Dhwani foundation also works with the Government, Donors, NGO Federations, Academia and other stakeholder to promote a vibrant and credible social sector. Dhwani foundation is a team of 30 members from diverse fields who bring-in interesting dimensions to the development sector.

**Position:** Head, Training and Helpdesk (Full time)

**Location:** Based in Bengaluru with frequent travel to Southern/Northern states

### **Purpose of the Job:**

Facilitating and leading training department for NGO personnel such as Founders/Leaders, Board members in 8 areas of Organizational Development - Compliance, Finance and Accounts, Human Resource, Governance, Program Planning and Management, MIS, Marketing & Fundraising and Leadership and Strategy.

### **Key Responsibilities:**

- Standardize content, syllabus, reading and reference materials for all 8 impact areas.
- Develop resource pool within training function - create and adopt innovative participative training methods (small group activities, exercise, learn by doing, case story analysis, videos, pre-workshop assessments, assignments, peer-learning).
- Develop integrated program delivery calendar for multiple batches and ensure adherence to program timelines.
- Monitor program schedule across batches and ensure that key questions, discussion points are documented for every workshop/training.
- Collaborate across functions within Dhwani to make sure training and workshops process are integrated.
- Collaborate within programme verticals to ensure effectiveness of programme and services.
- Co-ordinate with Service Provider teams on planning, scheduling and delivering training content and processes in select impact areas.

- Integrate the Helpdesk function into the training function to provide timely support and guidance for implementation after the knowledge sharing
- Ensure Helpdesk function is set up to adopt a simple technology to track the effort by and for the NGOs, for regular internal assessment process and analyze gaps.
- Develop SoP for the Training and Helpdesk functions with technology support to develop clarity on processes and systems to ensure efficiency.
- Periodic review of the training content.
- Identify and establish strategic partnerships with resource organizations, specialized organizations, research institutes for exchange of experiences, learning and improving training quality and content.
- Identify training needs of Dhwani internal teams and organize suitable capacity building.
- Develop annual plans and budgets for the function and ensure that all training and workshops are delivered and managed as per plan and within the approved budget.

### **Experience:**

Atleast 15 years of work experience in the training space handling responsibilities of designing, developing content and delivering training/workshops and Program Management towards improving training unit effectiveness.

Sound knowledge of Training methodologies, techniques and organization management.

Social Sector background will be an advantage

### **Skills & Knowledge:**

- Master's degree in Social Work/Sociology/Rural Development/Development Management/NGO Management/Social Sciences or related field
- Excellent people skills, be able to collaborate at all levels
- Language skills - two or more languages -Kannada, Tamil, Telugu, Hindi and English
- Good communication and presentation skills
- Able to develop training and workshop contents, adapt participative methods
- Must be able to use computer and handle internet, Word, XL, PowerPoint

**Salary Offered:** Commensurate with experience

### **Application Process:**

To apply for this position, share your CV with a covering letter to

[careers@dhwanifoundation.org](mailto:careers@dhwanifoundation.org) "Head, Training and Helpdesk" as the subject line.

Will be helpful if you share a link to your LinkedIn profile.

**Only short-listed candidates will be contacted.**

Visit <https://dhwanifoundation.org/career> for more job openings