

### **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:** Helpdesk Manager- (Full time)-Odisha Region

**Location:** Based in Odisha with frequent travel across the Odisha State.

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

To ensure all the knowledge gained by the NGO partners in the training sessions are implemented within the agreed timelines for the successful completion of the programme through guidance, monitoring, and field support to all NGO partners enrolled in Niranthara - OD programme

### **Key Responsibilities:**

- To gain in depth knowledge about all subjects of Niranthara by attending trainings, workshops, studies.
- Develop partners profiles with all data that are required and ensure regular updates of the same.
- Support the pre-induction & pre-onboarding activities of Partner NGOs.
- Be a central hub for all communications, follow ups and co-ordination among all partners in co-ordination with trainers and other DF members.
- Coach, Guide and Mentor all Compliance & Finance managers, Fund raising managers and leaders through structured calls and field visits to ensure timely implementation of all tasks.
- Build Question & Answer guidebook and keep updating as the quires comes from the field.
- Coordinate with trainers on regular basis to ensure all technical needs of partners are addressed and key questions are escalated.

- Closely work with central M&E team for all assessments and documentations as per the timetable.
- Adopt tools & technology required for the implementation support function to ensure information is organized and readily available for reviews & analysis.
- Keep updated with Social sector news & emerging changes.

### **Experience:**

Minimum 5 years of experience working with NGOs or relevant sectors. Exposure to coaching, mentoring and relationship building will be added advantage.

### **Skills & Knowledge:**

- Should have Graduate/Master's Degree in any stream. Specialization in any social sciences will be an advantage or experience in Call center.
- Knowledge of the Social sector and working with NGOs or exposure to relationship management, partnership management
- Exposure to NGO Organization Development Process People management, Communication, Problem-solving
- Multi-lingual with ability to Write, read and speak in Oriya and Hindi is a must.
- Ability to travel and be away from home for long term trainings and field visits.

**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) with "Helpdesk Manager-Odisha Region" as the subject line.

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

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