



Job Description – Master Trainer cum Help Desk

Designation	Master Trainer cum Help Desk
Department	Program
Location	Rajasthan
Employment Type	Renewable Full Time Employment Contract
Report To	Training Officer

Organization Background

Established in 2007, Educate Girls' is a non-profit that focuses on mobilizing communities for girls' education in India's rural and educationally backward areas.

Strongly aligned with the 'Right to Education Act' or the 'Samagra Shiksha', Educate Girls is committed to the Government's vision to improve access to secondary education for adolescent girls and women.

For further details about organization, 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 organisation
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

About the Project

Project Pragati is a 'second chance' program, launched in 2021, to create a self-sustaining ecosystem at scale for permanently at-risk, out-of-school adolescent girls and young women to enable:-

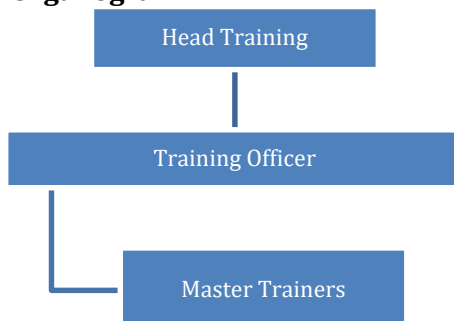
- 10th-grade credentialing
- Link them to higher education, employment or vocational training

The Opportunity:

The Master Trainer is responsible for implementation of the training in the all Pragati project district. S/he is the converging point for where the program gets operational and implemented. S/he, while being responsible for the training and content delivery, is also responsible for the training management and field level execution. She /he is the second in command to the Prerak capacity building and ensures their program implementation with the support of the team and responsible for the coordination with all concerned persons who are supporting Pragati.

To ensure the proper coordination with project manager and all accountable persons for Pragati in the districts.

Position in the Organogram:



Scope of work:

A] Planning and Implementation:

- Work with the Pragati project content and training team in developing and implementing the plan for the training and camp implementation.
- Further work to break down the whole training plan into block or batch wise actionable items.
- Assist the project manager/training officers in developing, maintaining and reviewing weekly and monthly progress in the field and the plan for refreshers.
- Create implementation maps for required refresher training for Prerak.
- Monitors progress, gives input where necessary, and revamp content and training design.
- Ensure that training assessment report, are prepared and shared in a timely manner

B] Training, Advocacy and Capacity Building:

- Create training plan for respective team members and Preraks
- Monitor the implementation of training
- Problem solving and providing support wherever required
- Ensure the implementation of the training feedback system for further improvement of content and delivery mechanism
- Conduct field visits as per the training plan and provide qualitative input to the Prerak and field SPOC

C] Documentation and Information Management:

- Work in collaboration with other departments.
- Ensure Training and quality related records and data management.
- Maintaining records, reports, and documentation related to training activities and outcomes.
- Depending on the field, relevant certification can enhance credibility as a tech master trainer.

D) Help Desk

- Assisting in M&E activities
- Developing scripts for various types of outbound calls including survey, and cross verification

- Issue resolution for incoming calls by Preraks, Learners, Family Members, and Community Members
- Escalation of issues to right team member and ensuring its closure
- Calling reports to be shared regularly (summarising the success of the calls)
- Provide monthly and cumulative reports to determine the effective of the desk

Specific Job Skills & Values:

1. **Teaching and Presentation:** Ability to engage and educate diverse audiences effectively.
2. **Adaptability:** Being able to adjust training methods to suit different learning styles.
3. **Empathy:**-Understanding the needs and challenges of trainers to provide effective support.
4. **Problem Solving:** Capacity to address questions or issues that arise during training sessions
5. **Leadership:** Learning by example and inspiring trainees to excel.
6. **Technical Expertise:** In-depth knowledge and expertise in the specific technology or field they are training on, whether it is programming languages, software tools, hardware systems.
7. **Hands-On-Expertise:** Practical experience with the technology, including the ability to demonstrate tasks and problem solving in real -word scenarios.
8. **Patience:** Recognizing that Prerak may have varying levels of technical aptitude and being patient in guiding them through the learning process.
9. **Certification:** Depending on the field, relevant certification can enhance credibility as a tech master trainer

Minimum Qualifications, Experiences and Expectations:

- Post-Graduation in Social Sciences or related fields.
- Good knowledge of computer - Windows and Microsoft Office applications (Outlook, Word, Excel)
- Fluent in Hindi, local language and good in English
- knows how to use a smart phone very well and knows all its features
- Minimum 2-3 years of experience of training, facilitation and content creation
- Open to travel across all districts in RJ and Bihar' as required

Apply if you have:

- **Training program Design:** Developing compressive training programs or courses, including defining learning objectives, creating curriculum, and selecting appropriate training materials.
- **Training Delivery:** Conducting training sessions, workshops, or seminars for participants, ensuring effective knowledge transfer and engagement in all Pragati districts.(EG & IPs)
- **Training Evaluation:** Assessing the effectiveness of training through evaluation, feedback, and performance metrics to make improvements.
- **Adaptability:** Being able to adjust training methods to suit different learning styles.
- **Empathy:** Understanding the needs and challenges of trainers to provide effective support.
- **Problem Solving:** Capacity to address questions or issues that arise during training sessions
- **Leadership:** Learning by example and inspiring trainees to excel.

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- **Technical Expertise:** In-depth knowledge and expertise in the specific technology or field they are training on, whether it is programming languages, software tools, hardware systems.
 - **Interpersonal Skills:** Very strong interpersonal skills and the ability to build relationships with stakeholders
 - **Strong organizational Skills:** The effective ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail