Job description: Digital Delivery Facilitator

About Pollinate Group
Pollinate Group is an award-winning, global organisation that supports social businesses Asha Kiran in India and Kalpavriksha in Nepal distributing quality products to improve health, save time and save money to the most neglected communities.

Unlike other last mile distributors we focus on the hardest to reach communities and provide payment plans to make products affordable to all. Pollinators (employed sales agents) and Suryamukhis (women entrepreneurs) are the backbone of our business and lead change in their communities.

We’re a growing team with growing impact. Since 2012 we have reached more than 555,000 people, selling products like solar lamps, water filters and clean cookstoves. Our team works across six cities in India, two districts in Nepal and in Melbourne, Australia.

Find out more at www.pollinategroup.org.
Location: India  
Supervisor: Director of Operations

About the Role

Every year, over 100 Fellows support Pollinate Group’s mission to empower women and their communities in India and Nepal by contributing their skills to various organisational projects.

The Fellowship Program attracts change makers from around the world to contribute their skills to Pollinate Group’s operations while gaining exposure to a growing social enterprise. Participants from universities and companies in Australia and around the world undertake face to face or online learning through the Fellowship program. Program alumni go on to affect change in their workplaces and communities as intrapreneurs, entrepreneurs or leaders with many enjoying a long lasting connection with Pollinate Group. This role will lead the delivery of the Fellowship program in India with a focus on program review, learning content development and program facilitation and delivery. The role also relies on strong project and resource management skills to coordinate speakers and logistics across continents and timezones.

Key Responsibilities:

Primary:

1. Manage the Digital Fellowship Program – including (but not limited to) the following activities:
   - Develop learning content for delivery
   - Prepare pre-program reading material
   - Orientation and on-boarding of program participants
   - Program facilitation - online and face to face
   - Coordination of multiple speakers, presenters and field visits
   - Conduct program debrief and feedback with participants
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2. Support strategy development, inform annual revenue targets and program review and analysis for continuous improvement.

Secondary:
- **Support Partnerships and outreach** by working with the Director of operations to build and maintain Fellowship partnerships with Indian universities to scale our programs.

Read more about our programs to see what they are all about.

**Specific Requirements:**
There are some key skills we look for in this role:

- You must display a willingness to work closely with disadvantaged communities, and a passion for social business and transforming the lives of those who are most in need.
- 3-4 years of experience in a learning program design and facilitation role working for a Business, NGO or a Start Up.
- Ability to work autonomously with minimal supervision and to be able to communicate clearly with your team members online.
- Experience of delivering workshops to a wide variety of audiences is essential.
- Demonstrated ability to create delivery content and to be able to adapt and deliver relevant content to changing virtual delivery environments as well as audiences.
- Flexible Working: Ability to work across different time zones to deliver high quality programs.
- Highly organised with a strong attention to detail and an ability to manage competing priorities and short deadlines.
- Demonstrated commitment to or an interest in international development / climate change / gender issues.
- Experience working in multidisciplinary or decentralised teams is beneficial, and strong time-management and organisational skills are a must.
- Fluency in written and spoken English and 1 other regional language (Kannada/Telugu/Bengali/Hindi) is a must.
- Ability to engage with multiple stakeholders and coordinate/schedule meetings.
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- Flexible, adaptable to change, and responsive at all times with a can-do attitude
- Willing to travel locally and regionally to our various offices.
- With a small team (all currently working remotely), having a fun attitude, a sense of humour and great interpersonal skills goes a long way!

Skills:
- Ability to create learning content and adapt it as per stakeholder requirements.
- Group facilitation both face to face and virtually
- Knowledge of digital collaboration tools like Slack, G-suite.
- High organisational skills
- Knowledge of Salesforce is desirable.
- Ability to work in a fast paced work environment.
- Great presentation skills as the role is predominantly audience facing
- Strong Project & Time Management skills
- Demonstrated problem solving skills

Benefits:
- The company shall reimburse all reasonable and necessary travel expenses incurred by you, in course of providing work and services
- Health insurance, after a 3-month probation period, casual leave and paid sick days.
- Development opportunities within the company

WE ARE AN EQUAL OPPORTUNITY EMPLOYER AND ENCOURAGE WOMEN TO APPLY TO THIS ROLE

Please send your application to people@pollinategroup.org