

JOB TITLE:	Regional IHR coordinator –Learning & Development – Malaysia Branch Office (CLBG)
DEPARTMENT:	MSF APAC Partnership Office
JOB HOLDER:	
REPORTS TO (JOB TITLE):	APAC International Human Resources Manager Liaison Provides support to the Malaysia Finance and Operations Manager
JOB STATUS:	<i>Full time permanent</i>

JOB PURPOSE

To provide operational and administrative support for APAC HR and Learning & Development initiatives under the direction of the APAC International HR Manager. This role ensures smooth delivery of training programs, recruitment logistics, and HR coordination across APAC offices.

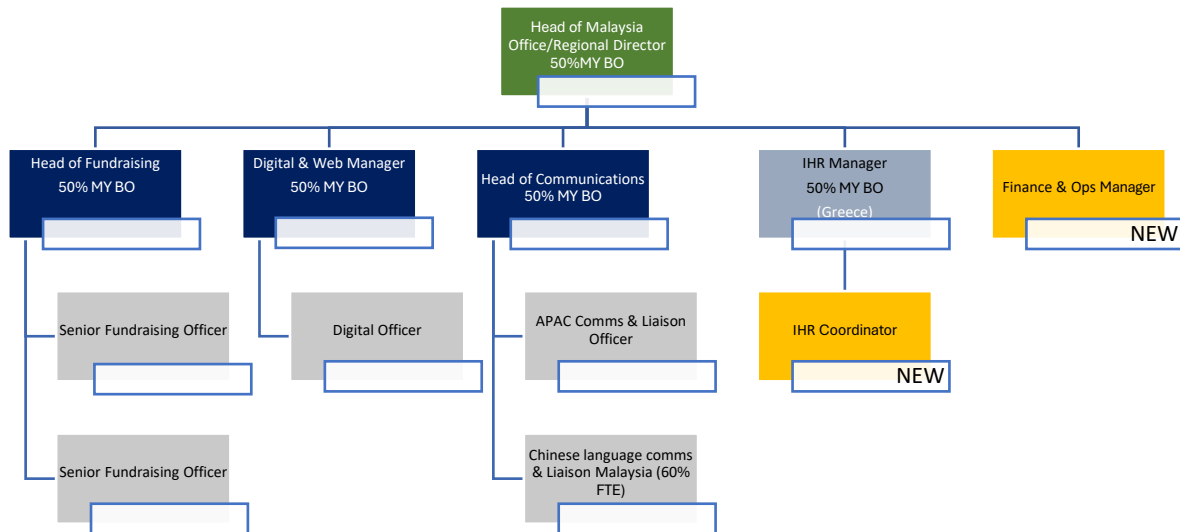
DIMENSIONS

- Coordinates administrative and logistical aspects of regional and in-country training events annually.
- Liaises with International Mobile Staff (IMS), HQ, and Locally Hired Staff (LHS) under various development programs and ensures their successful participation and post training follow up.
- Provides HR administrative support for Malaysia and Thailand-based recruitment and onboarding processes.
- Engages with HR focal points across APAC offices on various projects and initiatives
- Supports domestic HR requirements of the MSF Malaysia Branch Office

DATE:	November 2025
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ORGANISATIONAL STRUCTURE

MSF Asia Pacific Berhad (Malaysia Branch Office)



CONTEXT

The MSF Asia Pacific (APAC) Partnership is an emerging collaboration among MSF offices across the Asia-Pacific region. Its purpose is to strengthen regional humanitarian capabilities, align shared operational priorities, and develop innovative models of support.

The Malaysia Branch Office (CLBG) is being established as the central administrative hub for the APAC Partnership. It will provide the infrastructure needed for cross-country collaboration and will also manage key responsibilities within Malaysia, including fundraising, communications, workforce development, and operational support. The Regional HR Coordinator – Learning & Development will play a pivotal role in implementing the “Workforce Development” component of the Strategic Plan.

This position will support the rollout of initiatives related to regional learning and development, recruitment, and staff engagement. Acting as an administrative and coordination focal point, the role will ensure the effective delivery of regional training programs, peer-support networks, and HR collaboration across the APAC Partnership.

ACCOUNTABILITIES
Training Logistics:

- Organize venues, materials, and participant support for regional and in-country training events
- Coordinate the preparation and planning of courses in collaboration with L&D focal points
- Ensure efficient application, selection, and enrolment processes.
- Update learning materials and resources as needed.
- Send out course participant information including invitations, reminders, follow-up messages, and certificates.
- Send out information to facilitators and support them as needed to prepare programs.

Facilitation Support: facilitate the programs as needed, manage registration, feedback collection, and participate in communication for all training events.

Recruitment Administration: Support IMS recruitment activities for Malaysia and Thailand, including candidate communication and onboarding logistics.

APAC L&D Working Group Administration: Schedule meetings, take minutes, and manage documentation for APAC L&D Working Group and HR Community of Practice.

Data Management: Maintain accurate records of L&D participation, recruitment processes, and peer support programs.

Communication: Coordinate information flow between APAC HR teams and support knowledge-sharing initiatives.

Compliance Support: Assist with implementation of HR policies and local compliance requirements.

KEY PERFORMANCE INDICATORS

- Regional and in-country training programs are scheduled and delivered according to plan and logistical requirements.
- Accurate and efficient management of registration and enrollment processes, ensuring compliance with application requirements.
- Positive feedback from participants and facilitators on administrative coordination and communication for training and recruitment activities.
- Maintenance of up-to-date records for L&D participation, IMS recruitment, peer support programs, and SharePoint documentation.
- Effective communication and support to L&D focal points and facilitators, reflected in smooth program preparation and delivery.
- Regular updates and accuracy of learning materials and resources across platforms.
- Timely analysis and reporting of training statistics and trends, upon request or proactively.
- Contribution to improved coordination between APAC HR teams, reflected in participation and knowledge sharing.
- Updated HR policies and practices developed for Malaysia Branch Office within 12 months.

CHALLENGE & CREATIVITY / DECISION-MAKING

- **Managing competing priorities across multiple time zones and country contexts**

The coordinator will handle scheduling, communication, and logistics for training and recruitment across APAC, which involves juggling different time zones and priorities.

- **Ensuring consistency in L&D delivery and HR coordination in a highly decentralized structure**

The coordinator must ensure that processes (registration, communication, materials) are standardized across offices while adapting to local contexts.

- **Anticipating logistical or communication issues in program delivery and implementing practical solutions**

This is a core part of the role—planning venue issues, participant availability, or tech problems during F2F and online sessions.

- **Adapting global HR and learning initiatives to the specific needs and context of the APAC region**

While strategic adaptation is led by the International HR Manager, the coordinator plays a key role in coordinating these adaptations (e.g., customizing materials, adjusting schedules).

KNOWLEDGE, SKILLS & EXPERIENCE

- Bachelor's degree in HR, Education, or related field.
- 3–5 years of HR coordination and/or L&D administration experience.
- Experience working in an international or cross-cultural NGO environment.
- Strong organizational and administrative skills.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office and collaboration tools.
- Fluent English; Bahasa Malaysia or Thai an advantage.
- Experience in event or training logistics preferred.

COMPETENCIES

- Attention to detail and follow-through
- Service orientation and teamwork
- Adaptability and problem-solving
- Commitment to diversity and inclusion

DATE:	
Signed: (Job Holder)	
Signed: (Manager / Director)	