



JOB DESCRIPTION

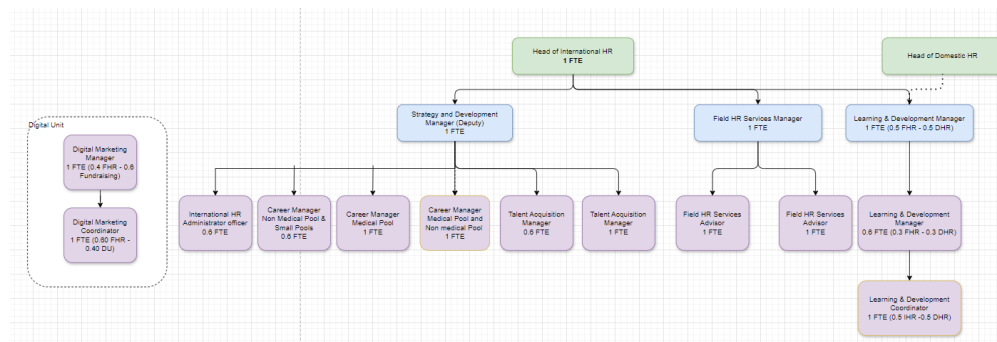
JOB TITLE:	Talent Acquisition Manager (IMS)
DEPARTMENT:	International Human Resources (IHR)
JOB HOLDER:	
REPORTS TO (JOB TITLE):	Strategy and Development Manager
<u>JOB PURPOSE</u> The IHR Talent Acquisition Manager (TA Manager) is the decision maker in selecting and hiring Internationally Mobile Staff (IMS) who are assessed against the MSF Competency Framework, MSF Values and Charter, and MSF Profile Criteria. Given the challenging contexts that IMS works in, the TA Manager (IMS) is also responsible for risk management and mitigation through assessing the behavioral and traits-based suitability of candidates to represent MSFA within our international projects. The TA Manager (IMS) leads the development, implementation and execution of the IHR Talent Acquisition Strategy that is aligned with MSFA's strategic objectives. This involves leading the way in adopting and refining best practices in talent acquisition and onboarding. The contribution of IMS from MSF Australia ensures the provision of highly qualified personnel, directly impacting our operations and enhancing the organization's ability to deliver effective medical assistance within a patient centred care framework	
<u>DIMENSIONS</u> Direct Reports – Nil Budget responsibility in partnership with digital marketing, the IHR TA team is responsible for the management of \$150,000 AUD recruitment marketing budget per annum to achieve IMS recruitment targets. Financial Scope: Contributes to risk mitigation affecting up to AUD 10 million in organisational exposure annually Decision making: The IHR TA Manager is the decision maker in the selection of International Mobile Staff to represent MSF Australia working overseas in MSF Projects. Risk Mitigation: Effective selection is critical to mitigate risk both to the organisation (reputational damage and litigation risk) and individual (psychological and wellbeing risk). MSF Operational Knowledge: The IHR TA Manager is responsible for assessing candidates against, and maintaining knowledge of, more than 300 specialist who support our social mission	

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ORGANISATIONAL STRUCTURE



CONTEXT

The IHR Talent Acquisition Manager – International Mobile Staff (IMS) operates within a dynamic and high-stakes global environment, recruiting professionals to deliver humanitarian medical assistance in complex and often volatile settings. This role is critical to ensuring that recruitment practices align with MSF's values, competency frameworks, and operational needs while upholding the organisation's duty of care to staff and safeguarding its reputation.

The successful candidate will be responsible for sourcing, assessing, and selecting individuals capable of working effectively in diverse, cross-cultural, and high-risk contexts. This includes ensuring candidates possess the necessary technical expertise, leadership attributes, psychosocial resilience, and ethical grounding to perform safely and effectively in the field.

The role carries significant influence over organisational risk management, as recruitment decisions directly impact staff well-being, operational continuity, team dynamics, and public trust in MSF. The TA Manager must consider legal and compliance frameworks, security sensitivities, safeguarding responsibilities, and reputational risks while balancing the urgent and evolving needs of field operations.

Working as part of a global network of HR and operational partners, the TA Manager collaborates across international time zones and organisational boundaries to deliver timely, responsible, and values-driven recruitment outcomes.

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ACCOUNTABILITIES

1. Strategic Talent Acquisition Management

Responsibility for the design and execution of the TA strategy and initiatives aligned with MSF's international objectives and workforce needs, including identifying talent gaps, building specialist talent pools, and identifying future leadership candidates.

Implementation of an end-to-end candidate management process, prioritizing a positive candidate experience.

2. Risk Management and Mitigation including

Safeguarding

Ensure recruitment practices align with MSF's duty of care, ethical standards, and safeguarding policies, minimizing risks related to misconduct, exploitation, or legal issues.

Candidate Assessment & Selection

Evaluate potential risks related to candidates' suitability, including medical, psychological, and security considerations, ensuring they meet MSF's operational and safety standards for overseas assignments.

Policy Compliance

Review and update talent acquisition policies and procedures, monitor changes in labour legislation, and collaborate with legal counsel to ensure compliance and best practice alignment.

Investigations and Reviews

Address complaints and behavioural issues among IMS candidates and prospective candidates promptly and effectively ensuring a satisfactory resolution. Assess risks and identify potential consequences for MSF's operations and MSF reputational damage

3. Strategic Objectives

Partner with the Digital Marketing team to devise and implement effective recruitment marketing strategies aligned with MSFA's objectives and current best practices.

Proactively contribute to the International HR annual plan, manage TA projects aligned with strategic objectives, and identify resources required for project completion.

Promote diversity and inclusion in the recruitment process, ensure a diverse candidate pool, and integrate DE&I initiatives in alignment with organizational objectives.

4. Stakeholder Management

KEY PERFORMANCE INDICATORS

Strategic Talent Acquisition Management:

KPI: Percentage of TA strategy initiatives implemented within specified timelines and aligned with MSF's international objectives.

Risk Mitigation

KPI: IMS retention rate, IMS feedback survey post-assignment

Recruitment Marketing Strategy:

KPI: Conversion rate of recruitment marketing efforts, measured by the number of qualified applicants attracted per marketing campaign.

Policy Compliance and Best Practices:

KPI: Number of talent acquisition policies and procedures reviewed and updated annually.

HR Analytics and Talent Metrics:

KPI: Time-to-fill ratio for open positions, indicating the ability to meet staffing needs in a timely manner.

Diversity and Inclusion:

KPI: Diversity index of the candidate pool, measured by the representation of underrepresented groups in the applicant pool.

Contribution to Strategic Objectives:

KPI: Number of strategic projects managed annually within IHR.

Emergency IHR Response:

KPI: adherence to emergency guidelines and resolution of IMS queries within IHR.

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Liaise with internal and external stakeholders to assess current and future IMS needs and identify candidate gaps. Build relationships with external organisations to expand the talent pool.

5. HR Analytics and Talent Metrics

Oversee talent metrics to identify trends and pipeline activity, utilize HRIS platforms for analytics, and develop systems to enhance efficiency and effectiveness in talent acquisition.

6. Emergency IHR Response

Respond promptly to emergency recruitment needs, participate in the IHR Emergency phone Roster team, and manage crisis incidents and IMS queries according to emergency guidelines

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CHALLENGE & CREATIVITY / DECISION-MAKING

The IHR Talent Acquisition Manager – International Mobile Staff (IMS) operates in a dynamic, high-stakes environment that requires sound judgement, strategic thinking, and creative problem-solving. Decisions made in this role have direct implications for staff safety, organisational risk, operational effectiveness, and MSF Australia's public reputation.

1. Safeguarding and Organisational Values:

The role plays a critical gatekeeping function to ensure alignment between candidate behaviour and MSF's core values. Failure to appropriately assess candidates' ethical conduct, resilience, and suitability can result in misconduct, safeguarding breaches, and team dysfunction in the field. Given that IMS frequently engage with media, donors, and the public, poor recruitment decisions also risk damaging donor trust and impacting MSFA's fundraising revenue.

2. Talent Acquisition Strategy and Hiring Decisions:

The TA Manager (IMS) leads the development and execution of strategic sourcing and recruitment approaches that align with MSF's international workforce needs. They are the final decision-maker on the selection and hiring of IMS through MSF Australia and exercise independent judgement on which sourcing channels to use, which candidate profiles to prioritise, and how to assess technical and behavioural competencies. The role also defines criteria for candidate selection and leads the implementation of screening, interviewing, and evaluation methods in collaboration with global HR stakeholders.

3. Risk Mitigation in Recruitment:

The role requires a consistent balance between MSF's urgent operational deployment needs and thorough candidate assessment practices. Poor or rushed recruitment decisions can lead to serious organisational risks, including staff endangerment, operational disruption, reputational harm, and increased costs due to early terminations or crisis response.

4. Candidate Management and Reputation Risk:

The TA Manager oversees the full candidate journey, making key decisions on how to engage with prospective and current applicants—many of whom may also be donors or public advocates for MSF. Ensuring a respectful, transparent, and values-driven recruitment experience is essential to safeguarding MSFA's brand and public image.

5. Recruitment Marketing and Strategic Communications:

In collaboration with the Digital Marketing team, the TA Manager leads the design and execution of IMS recruitment campaigns and messaging. This includes determining the most effective channels, tailoring outreach strategies, and creatively engaging new talent pools through events, social media, and targeted content. Strategic decisions in this area directly influence the quality and diversity of the IMS pipeline.

COMPETENCIES

Strategic Thinking

The ability to think strategically and develop long-term talent acquisition strategies aligned with MSF's objectives and workforce needs. This involves analysing data, identifying trends, and making informed decisions to drive organizational success.

Communication Skills

Strong verbal and written communication skills are essential for effectively engaging with candidates, stakeholders, and external partners. This includes conveying information clearly, building rapport, and negotiating effectively to achieve desired outcomes.

Relationship Building

The capacity to build and maintain positive relationships with internal teams, external partners, and candidates is crucial. This involves being approachable, empathetic, and culturally sensitive to foster trust and collaboration.

Problem-Solving

The ability to identify challenges, analyse root causes, and develop creative solutions is essential in a dynamic recruitment environment. This includes being resourceful, adaptable, and proactive in overcoming obstacles to achieve recruitment goals.

Attention to Detail

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

Commented [LV1]: CHALLENGE & CREATIVITY / DECISION-MAKING

Talent Acquisition Strategy: The TA Manager (IMS) leads strategic talent acquisition, deciding who joins MSF Australia as IMS, which sourcing channels to use, and how candidates are identified, screened, and selected.

Safeguarding: IMS with poor alignment with MSF's values can result in misconduct, ethical breaches, or behavior that jeopardizes patient safety, team dynamics

Risk Mitigation and Management: The TA Manager (IMS) must balance urgent operational needs with robust candidate assessment to avoid poor hires that could lead to operational, financial, or reputational risks.

Candidate Management and Engagement: This role oversees end-to-end candidate engagement, ensuring a positive experience for all candidates regardless of application outcome.

Recruitment Marketing and Communications: The TA Manager (IMS) drives the recruitment marketing strategy, choosing channels and crafting messages to attract and engage candidates via webinars, campaigns, events, and

Commented [RS2]: I have removed the DHR summary however I felt it did need a rewrite. I have also removed the emergency phone as I don't think it sits here

Commented [P(3R2)]: this looks good to me

Commented [LV4]: COMPETENCIES

Strategic Recruitment Planning

Ability to design and deliver talent strategies aligned with organisational goals.

Risk Management

Skilled in assessing candidate suitability and managing safeguarding and compliance risks.

Problem-Solving

The ability to identify challenges, analyse root causes, and develop creative solutions to recruitment objectives

Communication & Stakeholder Engagement

Effective communicator who builds strong relationships with internal and external partners.

Data & Systems Literacy

Commented [LV5R4]: [@Robin Sanders](#) I'm double checking and I suggest we include the following that is missing:

Risk Management

Skilled in assessing candidate suitability and managing safeguarding and compliance risks.

Data & Systems Literacy

Confident using HR systems and data to drive data insights and improve recruitment outcomes.



JOB DESCRIPTION

Given the complexity of the recruitment process and the importance of candidate management, strong attention to detail is critical. This involves accurately assessing candidate suitability, managing documentation, and ensuring compliance with policies and procedures.

Teamwork and Collaboration

The capacity to work effectively as part of a team and collaborate across departments and geographical locations is essential. This includes sharing knowledge, providing support, and contributing to a positive work environment.

Cultural Sensitivity

Given the international scope of MSF's operations, cultural sensitivity and awareness are essential. This involves respecting diverse perspectives, adapting communication styles, and promoting inclusivity throughout the recruitment process.

Project Management

The ability to manage multiple projects simultaneously, prioritize tasks, and meet deadlines is crucial. This includes planning, organizing, and executing recruitment initiatives effectively to achieve desired outcomes.

Adaptability

The capacity to adapt to changing priorities, environments, and circumstances is essential in a fast-paced and dynamic organization like MSF. This involves being flexible, resilient, and open to new ideas and approaches.

Ethical and Professional Conduct

Upholding high standards of ethics, integrity, and professionalism is paramount in a role that involves representing MSF and engaging with candidates and stakeholders. This includes maintaining confidentiality, adhering to organizational values, and demonstrating integrity in all interactions.

Risk Management

Skilled in assessing candidate suitability and managing safeguarding and compliance risks.

Data & Systems Literacy

Confident using HR systems and data to drive data insights and improve recruitment outcomes.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Extensive experience in strategic Talent Acquisition Management and/or HR within an international context
- Significant MSF (or similar) international experience ideally in Coordination (Management) roles
- Proven experience in successful Candidate Relationship Management
- Proven experience supporting staff in culturally diverse and complex environments, with a strong commitment to promoting diversity, equity, inclusion, and cultural awareness across a global organisation.
- Understanding of international humanitarian principles and practices, particularly in the context of Médecins Sans Frontières (MSF).
- Awareness of legal issues pertaining to talent acquisition, particularly within the context of Australia and/or New Zealand.
- Qualification in Human Resources or other relevant field
- In-depth knowledge of Talent Acquisition Management best practice, including identification of high potential profiles and profile suitability to fulfill operation needs
- Strong interpersonal skills, with the ability to effectively communicate and collaborate with diverse stakeholders
- High level of attention to detail, with effective organization and time management skills
- Ability to represent MSA to an external audience and engage in external media activity as required.
- Willingness to travel interstate/internationally when required.
- Proficient in Microsoft Office 365, with competent skills in database management and data analysis using current systems and tools.

Commented [RS6]: This was very difficult to sort out. I have removed what I felt were competencies and already stated in the competency section. I have also tried to match this with the relevant CM JD skills

Commented [LV7]: [@Robin Sands](#) I feel this is essential. We also need to be consistent with the CM JD where is listed as essential

DATE:	
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Signed: (Manager / Director)	