

JOB DESCRIPTION

JOB TITLE:	International Learning & Development Manager
DEPARTMENT:	International Human Resources (IHR)
JOB HOLDER:	
REPORTS TO (JOB TITLE):	IHR Strategy and Development Manager

JOB PURPOSE

The Learning & Development (L&D) Manager is responsible for designing, implementing, and evaluating training and development programs for MSF international staff, including developing tailored solutions where existing programs do not adequately address MSF's operational or developmental needs. This position provides expertise in staff development to foster a diverse and skilled workforce that supports MSF's social mission. The role enhances the capacity of our international workforce to operate in various situations, fosters motivation, and promotes professional autonomy and mobility through efficient learning and development opportunities.

This role works in collaboration with the APAC Learning and Development focal point and directly with International HR Career Managers, Talent Acquisition Managers and other key stakeholders, to ensure international staff receive the necessary training and development to support MSF's operational needs.

Ensure MSF Australia's training programs align with the broader MSF movement by collaborating with OCs to identify IMS training needs, integrate best practices, share resources, and provide access to relevant, high-quality learning that supports MSF's global mission.

DIMENSIONS

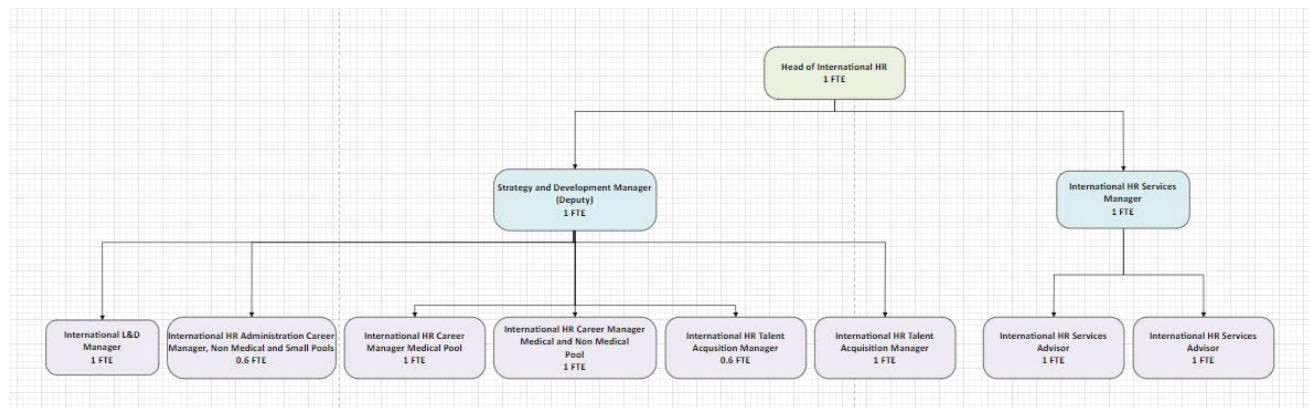
- No direct reports
- Learning and development budget management
- Training and development of International Mobile Staff (IMS) and other international HR stakeholders
- Collaboration with Operational Centres (OCs) and APAC L&D stakeholders
- Potential international travel for L&D activities

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JOB DESCRIPTION

ORGANISATIONAL STRUCTURE

This role reports to the IHR Strategy and Development Manager and collaborates with Operational Centres.



CONTEXT

The Learning & Development (L&D) Manager is responsible for designing, implementing, and evaluating training and development programs for MSF international staff, including developing tailored solutions where existing programs do not adequately address MSF's operational or developmental needs. This position provides expertise in staff development to foster a diverse and skilled workforce that supports MSF's social mission. The role enhances the capacity of our international workforce to operate in various situations, fosters motivation, and promotes professional autonomy and mobility through efficient learning and development opportunities.

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ACCOUNTABILITIES

Learning & Development Strategy

- Develop and implement a learning and development strategy aligned with the International HR strategy and annual plan, tailored to the needs of international staff.
- Map international, regional, and local training opportunities relevant to international staff.

Learning Plan Development & Delivery

- Conduct analyses to identify skill gaps and training requirements, working closely with International HR Career Manager to develop targeted training plans for international staff.
- Design and deliver a comprehensive learning and development program that aligns with MSF's strategic objectives, supports staff career growth, and reinforces our social mission.
- Coordinate and manage high-quality training and learning activities for international staff, in close collaboration with OCs, ensuring alignment with identified training needs and operational requirements.
- Identify annual organisational learning objectives, associated activities, outputs, and indicators.
- Develop a holistic learning framework incorporating diverse methods, including e-learning, mentoring, coaching, on-the-job training, virtual classrooms, and blended learning.
- Design and develop engaging training materials, resources, and programs.
- Coordinate and manage all training sessions, workshops, and learning activities for international staff, ensuring high-quality delivery and, where appropriate, actively facilitating sessions.
- Evaluate training effectiveness and implement improvements to ensure alignment with organisational needs.
- Collaborate with relevant teams to ensure international staff have access to essential training and development opportunities.
- Keep up to date with industry trends and best practices in learning and development, integrating relevant updates into MSF Australia's programs.
- Manage the learning and development budget effectively.

People Development, Career Path & Mobility

- In collaboration with International HR Career Managers support staff in developing individual learning plans.

KEY PERFORMANCE INDICATORS

Learning & Development Strategy

- Approved L&D strategy is delivered within agreed timelines and aligned with the IHR annual plan.
- Annual mapping of international, regional, and local training opportunities completed and accessible to relevant stakeholders.

Learning Plan Development & Delivery

- Skill gap analysis completed and reviewed with international career managers
- 80% of active IMS have been assessed for a documented and updated learning plan aligned with operational needs.
- Minimum of 90% of scheduled training and development activities delivered on time and within budget.
- Annual learning objectives, activities, outputs, and indicators defined and reported.
- Holistic learning framework implemented and utilised across training initiatives.
- Post-training evaluations conducted for at least 75% of sessions with documented outcomes and adjustments made accordingly.
- Learning opportunities updated in IMS communications at least quarterly.

People Development, Career Path & Mobility

- International Career Managers' report improved ability to support staff learning plans.
- 80% of active IMS with over one assignment have been

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- Promote staff mobility across the MSF Movement to improve retention and cross-learning across international and office environments.
- Design tools and methodologies to support career managers in providing tailored development support.
- Monitor global learning and development trends to keep MSF Australia aligned with best practices and promote a culture of continuous improvement.

Engagement with MSF Movement

- Enhance collaboration with MSF Operational Centres (OCs), APAC and L&D counterparts to align with common learning and development priorities.
- Lead the delivery of the regional 'Welcome to MSF' induction package for international staff, coordinating closely with APAC and MSF OCs to ensure its effective implementation.
- Ensure effective information flow regarding learning and development strategies, activities, and plans within MSF Australia and across the Movement.
- Represent MSF Australia in relevant international L&D meetings and working groups.

Other Responsibilities

- Participate in the development of strategic documents, including the annual plan.
- Keep all IMS communication channels up to date with training opportunities and relevant updates, ensuring they remain a reliable and accessible resource for international staff and IHR team.
- Regularly review and update training policies, practices, and processes to ensure alignment with MSF's evolving needs and best practices. Continuously evaluate and improve training systems, platforms, and request procedures to support effective learning and adapt to organisational change.

assessed for an individual development plan in place.

- At least one initiative launched annually to promote staff mobility or cross-learning.
- Annual review of L&D trends conducted, and insights shared with IHR team and relevant stakeholders.

Engagement with MSF Movement

- Actively participate in collaborative initiatives with MSF OCs or APAC partners, contributing to the strengthening of the MSF network. annually.
- Organize and facilitate regional 'Welcome to MSF' induction sessions for new IMS ensuring effective integration into MSF's culture and operations delivered at least six times annually.
- Engage in and contribute to discussions and projects within international L&D working group discussions sharing knowledge and best practices per year.
- Regularly disseminate L&D strategies, achievements and activities through various internal and external channels promoting transparency and information exchange.

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CHALLENGE & CREATIVITY / DECISION-MAKING

- Designing effective learning pathways in a complex, decentralised international organisation
- Prioritising learning needs in a resource-limited environment
- Navigating cross-cultural and multilingual challenges
- Innovating in training delivery methods to suit mobile and diverse staff

KNOWLEDGE, SKILLS & EXPERIENCE

Essential:

- Bachelor's or Master's degree, preferably in human resources, education, business administration, or a related field.
- Experience in the strategic learning and development space - design and implementation, preferably in a not-for-profit or humanitarian organisation.
- Strong understanding of learning principles and the ability to design, develop, and deliver effective training programs.
- Familiarity with various training methods, including e-learning, virtual training, and blended learning.
- Knowledge of the latest trends and best practices in employee training and development.
- Ability to manage multiple projects, priorities, and deadlines.
- Strong understanding of the needs of International Mobile staff in an international not-for-profit environment.
- Excellent communication skills, both verbal and written, with the ability to collaborate effectively across diverse teams.
- Proven ability to build strong relationships across diverse MSF offices and operational contexts, managing expectations and navigating challenges in cross-cultural, multilingual environments.
- Current right to work in Australia.

Desirable:

- Field experience with MSF.
- Familiarity with the MSF Tembo platform or similar e-learning platforms.
- Experience managing learning management systems (LMS) and training databases.
- Experience with Asana or similar project management tools.
- Strong knowledge and understanding of MSF Principles.
- Ability to assess the effectiveness and impact of training programs to drive continuous improvement.

COMPETENCIES

- Strategic thinking and planning
- Collaboration and stakeholder engagement
- Adaptability and cultural sensitivity
- Initiative and innovation
- Strong communication and facilitation skills
- Commitment to MSF's principles and diversity

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