

LEARNING & DEVELOPMENT OFFICER IN GENEVA, SWITZERLAND (HQ)

Ref 23|HQ|LDO01

BACKGROUND ON IMPACT AND REACH

IMPACT Initiatives is a humanitarian think tank, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative, which was created in 2010 to facilitate the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The IMPACT team comprises of specialists in research design; data collection, management and analysis; GIS and remote-sensing. For more information visit: www.impact-initiatives.org and www.reach-initiative.org.

POSITION OVERVIEW

We are currently looking for a Learning & Development Officer to join IMPACT's global Learning team within the General Direction in Geneva, Switzerland.

Position: Learning & Development (L&D) Officer
Department: General Direction
Supervisor: Deputy ED
Duration: One year (with possibility for extension)
Start date: January 2024
Location: Geneva, Switzerland

IMPACT Initiatives (IMPACT) is working towards becoming a learning organisation to better serve a strengthened humanitarian data ecosystem. As such, learning is embedded across IMPACT's organisational strategies, research methods, and programmes so that we are explicit in what we want to achieve, we learn as we act, and we improve as we learn. In parallel, learning objectives and pathways for all staff are gradually integrated through the launch of Communities of Practice, the roll out of the Foundational learning programme (led by the Research department), and the design of Competency framework to inform L&D objectives and strategy.

Indeed in order to continue improving the rigour and relevance of programmes implemented by IMPACT, and ensure staff have the required competencies to help achieve our wider organisational objectives, IMPACT is currently developing a Capacity Building Strategy to integrate a learning-based approach within our day-to-day work. This strategy is aimed at enabling IMPACT's wider learning culture and ensuring that L&D becomes a core aspect of our work, both through day-to-day tasks as well as through the provision of clear and structured learning pathways. This strategy is also intended to ensure each staff member is able to meaningfully contribute towards IMPACT's organisational mission of strengthening evidence-based decision-making, as well as contribute to the retention and career management of high-skilled technical staff. A key component of the capacity building strategy is identifying learning priorities. To ensure learning priorities are aligned with the organisational mission and can contribute to career growth meaningfully, IMPACT is developing a Competency Framework, which will provide a detailed understanding of what skills, knowledge and behaviour staff must demonstrate to successfully meet organizational objectives, linked directly to learning opportunities.

To support with the implementation of this Capacity Building Strategy, we are currently looking for a L&D officer to join our learning team within the General direction in Geneva. Under the direct line management of the Deputy ED, the a L&D officer will contribute towards the design, standardisation and implementation of IMPACT's capacity building activities. Specifically, he/ she will:

- identify and assess quality /fit-for-purposeness of existing learning opportunities for the competencies listed in the Competency framework and build a library of resources (e-learning etc)

- support each HQ department to consolidate and develop learning materials for IMPACT-specific competencies not properly/completely addressed by existing external resources
- improve existing internal learning materials based on user feedbacks
- act as a common resource to all HQ departments to support their learning and capacity building strategy

CORE TASKS & RESPONSIBILITIES

Create a L&D Library

- Based on the competency framework, identify existing learning opportunities and resources to build each competency and assess quality /fit-for-purposeness of those
- Build a library of resources (e-learning etc) organised in line with competency framework
- Centralise good practices and guidances on learning / capacity building

Consolidate and develop learning materials for IMPACT-specific competencies

- For each module to be develop to build IMPACT-specific competencies, consolidate available resources and developing content for the different learning modules
- Liaise with relevant subject matter experts to ensure their feedback for each module is incorporated in a timely manner
- Once finalized, migrate all content onto online learning management platform
- Provide any other support needed to ensure timely roll-out of the first version of the learning module

Improve existing internal learning materials based on user feedbacks

- Incorporate user feedback and improving the content and delivery of existing modules
- Contribute to capitalisation of best practices/ lessons learned from past L&D efforts
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Act as a common resource for L&D Knowledge management

- Build a L&D toolbox and develop guidance as required
- Advise HQ departments in their learning and capacity building efforts

ADDITIONAL TASKS (ON AN AD-HOC, BY NEED BASIS)

- Support department with the development of online learning content for external partners
- Support with the conduct of pilot or training, including by travelling to country missions if necessary

REQUIREMENTS

Required

- Qualifications & Experience
 - Good academic qualifications, including a Master's degree or higher in relevant discipline (e.g. Social Science, Visual Communication, Human Resources, Psychology, Business, etc.)
 - Good working knowledge of and experience with Articulate 360 or similar e-learning authoring software
 - At least 1-2 years of experience with designing and implementing trainings for adult professional audiences, preferably within the humanitarian or development sector
- Soft skills
 - Fluency in English
 - Ability to manage time and resources effectively and to thrive in a fast paced, results-oriented environment

- Attention to detail and commitment to producing high quality work
- Openness to feedback and willingness to learn
- Ability to work independently, with initiative, while taking a proactive, solutions-oriented approach
- Ability to communicate clearly and effectively, including in remote work settings

Desired

- Fluency in French and/ or Spanish
- At least 1-2 years of relevant work experience in a research and/ or information management role, ideally in humanitarian or development contexts
- Good understanding of research methods within the field of social sciences (quantitative and qualitative)
- Prior experience in implementing primary research projects in an international field setting
- Prior experience managing / working with an online learning management platform (e.g. Talent LMS)
- Advanced working knowledge of Microsoft Powerpoint and relevant add-ons (e.g. iSpring Suite)

Compensation and benefits

- For this position, gross salary between 5'210 CHF and 5'350 CHF monthly (before income tax). NB - IMPACT salaries are strictly determined by our salary grid depending on the grade of the position and the level of education and experience of staff. A contribution to medical insurance of 450 CHF per month is already included in the salary figure.
- Insurance covering professional and non-professional accidents throughout the period of employment with IMPACT
- Health insurance, life insurance and repatriation assistance in case of field visits/temporary deployments
- Applicants must hold a valid work permit for Switzerland or be EU/EFTA citizens
- Up to 40% of remote work on a weekly basis