

# Job Framework:

Learning, Development and Wellbeing Officer



General role information		
<b>Job Title:</b>	Learning, Development and Wellbeing Officer	
<b>Reporting to:</b>	Associate Director of Learning, Development and Wellbeing	
<b>Salary Band:</b>	BG6	
<b>Notice period:</b>	1 month	
<b>Career Band:</b>	BG6	
<b>Budget Responsibility?</b>	No	
<b>Direct Reports?</b>	No	
<b>Client facing role?</b>	Yes	
Introduction:		
<p>MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.</p> <p>Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high quality, client-centered care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.</p> <p>We know that access to reproductive choice is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.</p>		
The role		

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

[recruitmentinbox@msichoice.org](mailto:recruitmentinbox@msichoice.org)

The Learning, Development, and Wellbeing Officer supports the Associate Director of Learning, Development, and Wellbeing in administering and organizing training programs and wellbeing initiatives. This role ensures the smooth execution of learning activities, manages communication, and maintains accurate records to support the department's objectives, ensuring that the team's established processes and procedures are carried out in full and against our agreed delivery standards and in line with the annual workplan.

This role reports to the Associate Director of Learning, Development and Wellbeing.

## Key Responsibilities

### Conceptual Purpose

1. **Support Learning Management System (LMS):** Administer the LMS for the Global Support Office (GSO) and MSI Partnership, tracking mandatory training compliance and supporting with new training courses with the editing trainers.
2. **Promote Wellbeing Initiatives:** Assist in the promotion and organization of wellbeing programs, ensuring alignment with team member needs and organizational objectives and drawing on experience and skills to support GSO team members to thrive within MSI.

### Applied Purpose

1. **Training Administration:** Book training rooms or set up virtual meetings, liaise with external venue providers, produce course registers, send joining instructions, and provide logistical support for facilitators.
2. **Contract and Agreement Management:** Prepare and administer contracts and agreements for training and wellbeing providers, collaborate with internal stakeholders to ensure vetting checks are completed and supplier setup within the finance system.

### Internal Engagement

1. **Manage Learning Inboxes:** Handle the Global Learning & Development inbox, addressing learning-related queries, finding solutions, and completing queries within acceptable turnaround timeframes, and managing calendar invites.
2. **Collaborate on Communications:** Design and distribute internal communications to advertise development programs, MSI wellbeing initiatives and benefits and encourage participation.

### External Engagement

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1. **Vendor Coordination:** Liaise with external training and wellbeing providers to ensure effective service delivery.
2. **Supplier and Consultant Payments:** Work with the Purchase Ledger team to ensure timely payment of invoices in accordance with MSI's terms.

## Timeliness of Delivery

1. **Organize Training Events:** Ensure all training sessions and wellbeing activities are well-organized and delivered on time. Anticipate and address issues which may impact delivery in terms of timeliness or quality by identifying prompt and effective solutions.
2. **Process Purchase Orders:** Manage the approval process for purchase orders, ensuring timely and accurate processing.

## Quality of Delivery

1. **Feedback Collection:** Prepare and send post-learning evaluation forms, analyse findings, monitor response rates, and produce relevant evaluation reports.
2. **Maintain Learning Content:** Update and manage the learning content on the intranet and shared documents library.

## Key Skills

To perform this role, it is **essential** that you have the following skills:

- **Administrative Skills:** Strong organizational skills to manage training logistics and administrative tasks.
- **Communication Skills:** Effective written and verbal communication skills for designing communications and liaising with stakeholders.
- **Technical Skills:** Proficiency in Microsoft Office applications and familiarity with learning management systems.
- **Problem-solving Skills:** Ability to identify and address issues promptly and efficiently.
- **Collaboration Skills:** Proven ability to work effectively with internal and external stakeholders.

## Key Experience

To perform this role, it is **essential** that you have the following experience:

- Relevant experience in an administrative or coordination role, preferably in learning and development or HR.
- Experience managing logistics for training programs and events.

- Familiarity with learning management systems and e-learning platforms.
- Experience working in a fast-paced, dynamic environment.

### Formal Education/qualification

Educated to A level, T level, Level 3 BTEC, advanced apprenticeship, baccalaureate diploma, access to higher education diploma, Highers or equivalent.

- Relevant certifications such as Certificate in Learning and Development Practice (CLDP) or similar are beneficial.

### Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

**For this role, we're looking for an individual who is:**

- **Detail-oriented:** Strong attention to detail to ensure accuracy in administrative tasks and data management.
- **Proactive:** Demonstrates initiative and the ability to manage multiple tasks effectively.
- **Adaptable:** Flexible in responding to changing priorities and organizational needs.
- **Empathetic:** Understanding and supporting the wellbeing needs of employees.
- **Collaborative:** Works well within a team and contributes to a positive working environment.

### Our Values

**Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

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**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

**Full Name:**

**Signature:**

**Date:**

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