



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Learning and Organisational Development Officer

Division: Human Resources & Facilities Management

Job Grade: K

Reports to: Head of Learning and Organisational Development

General Information

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 56 member governments in advancing democracy, development and respect for diversity. The Secretariat is headed by the Secretary-General who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

The People Management Strategy sets out the Secretariat's goals as having: the best people; inspirational leaders; an innovative performance culture; sustainable benefits and rewards; a supportive and enabling environment; and effective and efficient use of people analytics.

The HR function is expected to continuously seek to align the Secretariat's people capacity with its mission, capabilities and changing mandates to ensure that it delivers its strategic and operational outcomes. In addition, the HR Team develops and implements HR management policies, procedures and practices suitable for a modern international organization, considering the Secretariat's needs and best practice.

Job Summary

The Learning and Organisational Development Officer is part of the Human Resources and Facilities Management Division, and reports to the Head of Learning and Organisational Development. The L&OD Officer will provide effective support in all activities relating to Learning and Organisational Development. They will advise staff and managers on the Learning and Development policy and contribute to the implementation of the Learning and Organisational Development Strategy, referring complex queries to the Head of Learning and Organisational Development. They will have responsibility for the coordination, administration, and implementation of a range of learning and development activities and projects as well as ensuring the development and maintenance of robust learning and development systems and processes. These will include managing corporate induction, learning and development management and administration, including e-learning, performance management scheme arrangements, supporting the provision of management information and budget tracking. The role holder will be the first point of contact for learning and development queries ensuring an excellent customer experience to all staff members and managers.



Task Description

Learning and Development

- Arrange and support in-house learning events, courses and workshops
- Provide administrative support for coaching, mentoring, and secondment schemes to support career and talent development
- Make all administrative arrangements for delivering corporate induction events and materials, working in collaboration with other HR colleagues
- Research, design and manage all content related to L&OD initiatives including updates on the intranet and promoting use of all learning resources
- Support planning, induction and learning requirements for the Young Professionals Development Programmes
- Monitor and produce reports on completion of mandatory organisational training
- Research and identify suitable learning and development suppliers and support procurement processes as necessary
- Manage a communications plan to promote the value and availability of learning opportunities in the Secretariat
- Ensure staff and managers receive timely responses to their enquiries.
- Prepare course materials, resource guides and communications as required by the Head of Learning and Organisational Development
- Assist in assessing learning needs and designing and/or delivering learning interventions where required
- Support planning, and delivery of learning programs and projects for the Commonwealth Staff in alignment with the L&OD strategy
- Input data and run standard reports as required
- Administer, analyse and provide reports on learning needs analysis, learning evaluation and skills audits

General

- Participate in projects as required by the line manager, including review of Learning and OD procedures and policies
- Support the Division in ensuring accurate record keeping both in the HR systems and paper and electronic records.
- Ensure our procurement regulations are followed and suppliers are correctly setup with Finance Section including processing of invoices on the finance management information system.
- Assist with reports from the HR information systems to support HR processes and provide management information.
- Perform any other duties as may be required from time to time.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.

Person Specification

Education

- A degree in human resources management/ development, organisational development, psychology or other related field, or equivalent qualification.

Desirable

- Post Graduate degree in relevant field



- Member of the Chartered Institute of Personnel and Development (CIPD) - Associate level or equivalent HR, Learning and Development or Psychology accreditation

Experience and Knowledge

- At least four to six years of demonstrated work experience in L&OD or in a Human Resources role with a Learning and Development component in similar international organisations.
- Substantial experience in at least two of the main areas of work: Performance Management, Organisational Development, Learning and Development, e-learning, Leadership and Management Development
- Experience in developing and managing learning and development plans and events.
- Experience of managing complex projects.
- Evidence of applying L& OD good practice with minimal supervision.
- Excellent presentation and facilitation skills at all levels
- Excellent oral and written communication.
- Knowledge and experience in using and administering HR/L&D information systems and e-learning systems.
- Ability to deal tactfully and diplomatically with internal and external stakeholders.
- A flexible approach to planning and managing work with ability to adapt to changing priorities whilst ensuring that deadlines are met.
- Excellent interpersonal skills and the ability to build and maintain effective relationships with colleagues and clients across all levels of the organisation.
- Ability to influence and build relationships with others.
- Well-developed organisational and analytical skills.

Competencies

Respect for Diversity

Works effectively with people from all backgrounds and treats all people equally with dignity and respect.

. Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Working with Others

Maintains an open, respectful, and professional approach to others

Works as a team to achieve shared objectives

Uses empathy and cultural awareness to facilitate working relationships

Builds rapport with colleagues

Identifies individuals internally within Commonwealth Secretariat and externally to help achieve own objectives

Developing & Applying Expertise

Makes attempt to improve knowledge skills and attributes through continued personal development.

Adapting & Innovating



Adapts to changing circumstances and work demands

Shows a willingness to proactively take on new challenges and responsibilities

Considers ways of doing own job better

Accountability

Takes ownership of assigned tasks, honours deadlines

Ensures timely delivery of outputs