

## TALENT DEVELOPMENT OFFICER

### Positioning and reporting

The Talent Development Officer reports to the Head of the Human Resources Unit, under the authority of the Director of Administration and works in collaboration with the Personnel Administration Manager and the Talent Acquisition Manager.

### Job purpose

The Talent Development Officer contributes to the effective and quality delivery of the Organisation's activities by aligning the development of talents with the strategic objectives of the OIE. She/He is responsible for planning, designing and delivering learning and development activities to the staff, in alignment with the direction, the managers and the HR Unit ambitions and needs. She/He leads the performance appraisal process and provides support to the staff, the managers and the direction in the overall process. She/He is also in charge of coordinating, implementing, promoting, and improving continuously our career management system (grading system, compensation and benefits policy, expatriation conditions, career paths, etc.) to ensure the development and retention of the Organisation top talents. She/He follows-up the expectations, the well-being as well of the points of satisfaction or dissatisfaction of the staff, the managers, the Direction and the HR Unit and proposes pertinent solutions to nurture an positive organisational culture, aligned with our values and ambitions.

### Missions and activities

- Coordinate the learning and development plan and activities for our Organisation:
  - Identify learning and development needs in the Organisation through job analysis, annual interview reviews and regular consultation with managers and staff; Collect the learning and development needs from all managers and define precisely the need (initial situation, expected situation and objective to achieve at the end of the training, profiles of the participants, level of priority, etc.) with them and with the head of HR Unit;
  - Define and propose to the Head of HR Unit and the direction an annual learning and development plan for the Organisation, finding synergies in between departments, prioritising training needs, assessing and optimising required budget
  - Validate the learning and development plan and budget with the direction, the head of HR and the Budget Unit;
  - Implement the learning and development plan by organising existing training activities as well as designing new training activities : search for providers, assess proposals, establish and negotiate new contracts in collaboration with the Procurement Unit, brief on needs, review and challenge training offer, etc.
  - Build learning and development paths for our staff, to ensure the development of their skills in line with their mission as well as the evolution of our Organisation; works in partnership with internal training offer lead;
  - Following-up the plan and budget advancement; regularly assess and continuously improve learning and development activities efficiency and quality
  - Establish an annual balance of all learning activities done and present key performance indicators;
  - Research opportunities and methodologies for workplace training and development.
- Coordinate the performance & competence appraisal process for the Organisation:
  - Build, review and improve regularly the performance & competence appraisal process and tools, based on the HR and the Organisation needs and ambitions; review and improve continuously our competency model to ensure its alignment with the Organisation culture and stakes; facilitate their appropriation by all staff and managers;
  - Build and send communications to all staff and managers to run the process smoothly;
  - Create and facilitate training tools and sessions to ensure the staff and the managers understand the process, our competency model and their respective role; advise managers on holding the right posture in the process;
  - Monitor the completion of performance and competence appraisal forms;
  - Provide support and advice to staff and managers in the overall process;
  - Review the performance appraisal and advise the Head of HR Unit on performance-related issues;
  - Ensure the collection of data and build pertinent reports and KPIs to follow-up and manage the performance and competency development of our Organisation;
  - Provide all necessary data to Personnel Administration Manager to ensure the link and smooth run or related administrative processes such as the annual bonuses, etc.
  - Monitor and implement best practices in performance appraisal and competence management;
- Facilitate, promote and improve continuously our career management system and policy:
  - Promote, explain, ensure the respect and preservation of our grading system and compensation & benefits policy (including expatriation packages) by all staff and managers in all HR processes;
  - Assess our grading and C&B system and suggest budgeted improvements when necessary to the Head of HR and the direction based on the Organisation ambitions and challenges;
  - Build suggested career paths for our staff; with related suggested learning and development activities to nurture the retention of our talents;
  - Advise management and staff on career evolution; Work in collaboration with Talent Acquisition manager to showcase current internal job opportunities
  - Build and maintain internal communications tools to enhance, explain and promote our internal grading system, compensation policy, career paths and management, etc.
  - Work in collaboration with the Personnel Administration Manager to ensure performance appraisals comments and contents as well as career discussions with staff and managers are in line with compensation and administration decisions such as annual bonuses, bonification decisions, contract renewal decisions, etc.
  - Assess the opportunity and facilitate the implementation of staff exchanges between the OIE and other international organisations or companies; ensure and assess its smooth run with all stakeholders;
  - Follow-up key performance indicators regarding careers;
  - Participate with the head of HR Unit in the development of coaching skills of the managers;

- Assess and improve well-being in the organisation:
  - Build and manage, with the Head of HR Unit, regular staff surveys to identify staff and managerial expectations, well-being level and points of satisfaction or dissatisfaction; based on key areas that impact motivation and retention or that are linked with the HR Unit or the Direction ambitions and stakes.
  - Build and manage, with the Head of HR Unit, the exit process, including an exit interview; assess main exit reasons and contexts of our staff;
  - Assess diversity and inclusion in our Organisation (such as gender, nationalities, handicap, etc.); promote and enhance our policy to foster diversity and inclusion in our staff;
  - Follow up results and propose a related action plan;
  - Build and manage internal communications to foster well-being and organisational culture and values;
  - Work in collaboration with Talent Acquisition Manager to enrich our employer branding and external HR communication messages;
  
- Provide support in the development of HR initiatives
  - Monitor HR best practices in international organisations;
  - Actively participate in the review and/or drafting of HR policies and procedures;
  - Scope tools for the development of HR management systems;
  - Participate in the design and promotion of HR communication tools and media.
  
- Provide temporary support within the HRU to respond to basic requests in case of punctual heavy workload or in the absence of a staff member

In addition, the Head of the Human Resources Unit may, when necessary, assign to the incumbent any other duties within her/his area of competence.

### **Qualifications and Experience**

#### **Qualifications:**

- Master's degree in Human Resources, Social Sciences, or Business and Administration (or equivalent)
- A minimum of 1 year of experience in a talent development position;

#### **Technical skills:**

- Experience in contributing to training engineering processes with managers and providers;
- Ability to negotiate and challenge managers and providers;
- Knowledge of learning and development best practices;
- Knowledge of performance appraisal best practices;
- Strong analytical skills;
- Strong oral and written communication skills;
- Excellent computer skills in a Microsoft Windows environment;
- Excellent command of English and French, both written and oral;

#### **Soft skills:**

- Ability to position oneself as a key business partner with managers;
- Proven practice of a high level of confidentiality, consistency and fairness;
- Excellent listening and communication skills and the capacity to form effective working relationships;
- Curiosity, initiative and a willingness to challenge organisational practices where necessary;
- Excellent organisation, time, and stress management skills;
- Strong team player in a multicultural environment.

### **Working conditions**

This post requires long hours in a seated position at a computer. This position may require flexible hours at times to complete specific HR projects.

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