

Job Description for Professional Posts

Reference: MT2024/08

Position and Grade:	Associate Learning and Development Officer, P2
Organizational Unit:	Human Resources Management Section Division of Human Resources
Duty Station:	Vienna, Austria
Type/Duration of Appointment:	FT – JPO, 1 year

Organizational Setting

The Division of Human Resources (MTHR), within the Department of Management, plans, acquires and manages human resources to effectively implement the IAEA programmes. It thus delivers the full spectrum of human resource services, including HR organizational development and planning, talent acquisition and development, performance management, and administration of compensation and benefits. The Division serves a multicultural workforce of approximately 2300 people from diverse scientific, technical, managerial and professional disciplines.

The HR Management Section (HMS) provides HR services to the Agency and advice to managers in the areas of recruitment, learning and development, staff relations and the business partner approach.

Main Purpose

Reporting to the Learning and Development Specialist (HMS), the Associate Learning and Development Officer supports the team with content development, training materials, manages training needs assessments, collects feedback and evaluate information on programmed delivered. Under the guidance of the Group Leader (Learning and Development Specialist), he/she contributes to the development of innovative staff development policies, programmes/activities, training methods, materials and solutions.

Role

The Associate Learning and Development Officer is: (i) an analyst, evaluating the effectiveness of the training programmes and gathering feedback from the trainees in order to integrate the feedback to the future programmes and monitor the impact of learning; (ii) a communicator, providing recommendations to clients on development of learning events, tool kits, creative learning approaches, methodologies and social media; (iii) a team member, supporting the team in various learning and development events and projects preparing, updating and delivering high quality training material and training reports.

Partnerships

The Associate Learning and Development Officer establishes and maintains relationships with staff and managers throughout the IAEA and provides a wide range of support in the delivery of programmes and services in the areas of learning and development.

Functions / Key Results Expected

- In collaboration with the team identify training and development needs of internal clients and prepares learning and training plans and/or programmes including the development of electronic and printed materials.
- Organise group trainings and learning activities; either delivering or by drafting session designs and training materials.
- Provide support in the delivery of trainings, compile course/programme evaluations and summarize findings to determine appropriate learning and development solutions.
- Update and/or develop information on learning and development programmes, review and propose improvements on existing materials.
- Prepare reports on learning activities undertaken, monitor and analyse the impact on staff(s) and establish and maintain a training database.
- Contribute to the development, update and review of training and learning organizational policies.

Competencies and Expertise (do not revise or edit)

Core Competencies		
Competence	Occupational Role	Behavioural Indicator
Communication	Individual Contributor	Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen and understand the perspective of others and proposes solutions.
Achieving Results	Individual Contributor	Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the Department/Division's programme. Evaluates his/her results realistically, drawing conclusions from lessons learned.
Teamwork	Individual Contributor	Actively contributes to achieving team results. Supports team decisions.
Planning and Organizing	Individual Contributor	Plans and organizes his/her own work in support of achieving the team or Section's priorities. Takes into account potential changes and proposes contingency plans.

Functional Competencies		
Competence	Occupational Role	Behavioural Indicator
Client orientation	Associate	Establishes effective relationships with clients to understand and meet or exceed their needs. Finds ways to ensure client satisfaction.

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Knowledge sharing and learning	Associate	Actively seeks opportunities to learn by formal and informal means; learns from others, adopting and sharing best practice.
Technical/scientific credibility	Associate	Acquires and applies new skills to remain up to date in his/her area of expertise. Reliably applies knowledge of basic technical/scientific methods and concepts.

Expertise	
Expertise	Description
Administrative Support/Discretion and Respect for Confidentiality	Application of a high degree of tact, diplomacy and discretion, and proven ability to maintain confidentiality.
Human Resources/International Human Resource Management	Knowledge of international general people management principles, concepts.

Education, Experience and Language Skills

- University degree in human resources management, public or business administration or any other related field.
- Minimum of two years of progressively responsible experience in management training related field or human resources management with emphasis on learning and development and/or training related experience.
- Experience in a multi-cultural environment.
- Knowledge of human resources principles, management and practices and best practices in learning.
- Excellent oral and written command of English. Knowledge of other official IAEA languages (Arabic, Chinese, French, Russian and Spanish) is an asset.

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