

Helen Keller Intl Job Announcement

Manager, Learning & Development

(flexible US location in Eastern time zone; or hosted by a Helen Keller country office in Africa)

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition, and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe, and the United States – and together with a global community of supporters, we ensure every person has the opportunity – as Helen did – to reach their true potential.

The global People & Culture team at Helen Keller is seeking a collaborative, detailed-oriented individual to design, develop, evaluate, produce, and facilitate live and virtual trainings for colleagues across the globe and support the effective functioning of the learning & development team. The Manager will support Helen Keller to cultivate a high-performance, ethical team culture that reflects our organizational values of rigor, integrity, grit and compassion to better fulfill our mission.

Functional Relationships

Reporting to the Director, Learning & Development, the Manager will work closely with Global Management colleagues who support our country programs as well as staff in our country offices. This position will also work directly with a range of subject matter experts and guide teams of Master Trainers selected from our project teams and country offices.

Helen Keller is structured so that the work of each unit supports and reinforces the work of every other unit. Regular communication and a spirit of teamwork among colleagues, both hierarchically and laterally, are essential to making this structure thrive.

Key Responsibilities

- Facilitate or co-facilitate trainings on various topics relevant to staff development.
- Prepare Master Trainers to facilitate assigned topics using facilitator guides and coach to continuously develop facilitation skills.
- Produce and moderate virtual learning events such as global learning hours, workshops, and other types of learning and knowledge-sharing events.
- Design and develop learning initiatives (such as instructor-led workshops, e-learning trainings, and microlearning libraries) in partnership with internal subject matter experts.
- Plan and coordinate training logistics: maintain participant training records; establish training schedules; monitor course completion and documentation for all trainings; respond to staff inquiries; and support and guide training participants, subject matter experts and master trainers.
- Administer and manage the annual required trainings schedule: monitor and report on participant completion together with country office learning administrators.
- Manage the capture and collation of training evaluation data; monitor and report on the effectiveness of trainings across Kirkpatrick Levels 1, 2 and 3.
- Administer and implement the learning management system (NetDimensions/PeopleFluent).

Required Qualifications and Competencies

- Knowledge and experience with training delivery; implementation of adult learning theory; traditional and modern job training methods and techniques; and training evaluation and analysis.
- Experience and ability to work with staff at a variety of levels; to coordinate multiple stakeholders and projects; and to work collaboratively with subject matter experts and master trainers incorporating their experience and input into our training materials.
- Knowledge of the INGO sector, and the expectations of the donor community strongly preferred.
- Excellent verbal and written English language communication skills; French language skills a strong plus.
- Demonstrated ability to deliver a range of learning materials well-suited to multi-cultural contexts and to staff for whom English is often a second language.
- Energetic, creative, organized, detail-oriented with strong follow-through and problem-solving skills. Collaborative, flexible and solution-oriented.
- Demonstrated knowledge of the application of information technology to this type of work including: Microsoft Office Suite or equivalent; Learning management systems; Online meeting platforms; and Authoring tools such as Articulate 360.
- Ability to communicate with diplomacy, professionalism, and tact; excellent relationship management skills.
- Ability to consistently manage, organize, and prioritize multiple tasks, projects, work assignments, and relationships to execute high-quality work with limited guidance; excellent attention to detail.
- Ability and willingness to: flex work hours to accommodate multiple time zones, as needed; and travel internationally to country offices (2-3 times per year).
NOTE: All staff must be vaccinated against COVID-19 in order to travel internationally.
- Demonstrable respect for all persons, regardless of religion, ethnicity, class or gender with a high comfort level working in a diverse environment with a commitment to high professional, ethical standards.
- Personal commitment to Helen Keller's mission and goals and the values embodied by our co-founder: rigor, grit, integrity and compassion.
- **Education:** Relevant Master's degree; plus
- **Experience:** Minimum 6-8 years directly relevant experience including experience delivering and facilitating trainings and coordinating training programs and multiple training events, or equivalent combination of education and experience.

Compensation

The midpoint of the salary range for this position is \$91,000 with a minimum of \$72,800 and a maximum of \$109,200. Actual base salary will vary based upon, but not limited to, relevant experience, salary of internal peers, and functional specialty.

To Apply

Qualified candidates should submit a cover letter and resume to hki.recruitment@hki.org. Applications will be accepted until the position is filled.

In the spirit of our founder and namesake, Helen Keller is dedicated to building an inclusive workforce where diversity in all its forms is fully valued.

We are an Equal Opportunity Employer where all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, genetic information, disability, or protected veteran status.

We are committed to providing reasonable accommodation for individuals with disabilities. If you are a qualified individual with a disability and need to request an accommodation during the application or interview process, please contact us at the email above or call: +1 646-356-1789.