TERMS OF REFERENCE

Learning Officer

Work percentage: 1 FTE (5 days a week)

Duty station: Chennai, India

Reporting to: Director of Intelligence

Salary: ₹7,50,000 - ₹9,00,000 a year

The International Water Association (IWA) is the leading and prominent international network of water professionals. Drawing exceptional professionals from over 160 countries, the membership of the International Water Association brings together scientists, researchers, technology companies, and water and wastewater utilities, all working to address the world’s most urgent water challenges and contribute to securing a water-wise future.

Innovative, solutions- and service- oriented, IWA has an army of professional workforce from multicultural backgrounds across all departments, dedicated to providing bespoke membership services and creating opportunities in concert with regional interests and initiatives.

Objective
Working under the general supervision of the IWA Director of Intelligence, a Learning Officer serves as a member of Intelligence based in India and plans and evaluates the initiatives in IWA Learn programs. A Learning Officer is responsible for the identification, design, development and implementation of learning strategies, methodologies and products, as well as supporting in the establishment and maintenance of the IWA LEARN ecosystem to provide professional development for water practitioners.

Task Description
This position entails the following specific duties and responsibilities:

- Support and facilitate the scoping, development and implementation of new methodologies and business models on learning activities targeting water professionals, including but not limited to infographics, animations, webinars, interviews, surveys and MOOCs.
- Devise a full set of Learn strategies and activity development guidance.
- Collaborate with the Communication Team on the restructure of IWA Website, especially the Learn section; monitor and report the progress of website optimization.
- Manage the delivery of learning activities, and routinely maintain the Learn section of the IWA website.
- Outsource suppliers to develop learning materials and tools.
- Liaise with training providers to evaluate the training programme and ensure correct information, setup and equipment requirements are provided.
- Help line managers design and conduct surveys and interviews.
• Support the development, evaluation and implementation of the department working plan and budget.
• Provide a consultancy service to managers & staff on learning and a resource to management teams in sourcing appropriate training opportunities and programmes.
• Work closely with programme officers, regional, communications and other key staff on relating programmes or projects if necessary.

The above job description contains the main duties and responsibilities for this position. However, staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks and missions that are reasonably allocated to them but which are not part of their regular job description. Where any task becomes a regular part of an employee's responsibilities, the job description will be changed in consultation with the employee and the Intelligence Director.

Qualifications and Experience

• Bachelor degree in relevant backgrounds (e.g. water or environment, business management). Master degree is preferred.
• Above 2 years working experience is preferred.
• Mastery of English is essential.
• Water Sector knowledge/experience is preferred.
• Product development experience is preferred.
• Well-developed communication and interpersonal skills.
• Highly organised and methodical.
• Self-starter, multi-tasker, action-oriented and results driven.
• Ability to work to deadlines, cope with pressure and multi-task, and demonstrate flexibility.
• Flexible team player, with awareness of, and sensitivity to the multi-cultural environment in which the IWA operates.
• Willingness to undertake some international/domestic travel.

How to apply:

Applicants are asked to submit their CV in English and a supporting letter of motivation along with the names and contact details of two referees.

Applications should be submitted by e-mail before Application Deadline: 11/03/2022 to: IWA HR & Operations department (jing.fan@iwahq.org)

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED