



JOB TITLE:	LEAP Programme Officer (HR)
DEPARTMENT:	Programmes
HOURS:	Full time, 37.5 hours a week
LENGTH OF CONTRACT:	Fixed Term Contract (12 months)
LOCATION:	Any MSF office (OC, partner section, or branch office) within + / - 3 hours of London/UK time zone, with 2 days per week minimum working in that MSF office. Expected core working hours 10:00-15:00 London/UK time. Ability to travel occasionally (within the UK and, if needed, to a European office) is required.
REPORTS TO (JOB TITLE):	LEAP Programme Manager
SALARY:	£45,643.41 Internal salary grade: 15.1
BENEFITS:	28 days' annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays. MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment. Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues. Cycle Scheme or Bike Loans available. Group Life insurance currently set at a minimum of 4x basic salary.

OVERVIEW OF DEPARTMENT

Médecins Sans Frontières/Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 63,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by offices in 44 countries, including the UK and Ireland. These teams recruit staff, organise fundraising, and raise awareness on the humanitarian crises our colleagues are witnessing, as well as running different and diverse support activities. MSF offices are spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK/IE, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, ensuring MSF staff have access to relevant higher education programmes, catalysing change on medical humanitarian issues, and recruiting field staff. MSF UK/IE personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims. In addition, MSF continues to build upon its presence in Ireland to become a widely recognised, accepted and respected humanitarian organisation among Irish audiences, and within the Irish humanitarian and political sector.

The LEAP Team sits within MSF UK's Programmes department. The LEAP team is a small team of 4, consisting of the LEAP Programme Manager, the LEAP Programme Officer, the LEAP Programme Officer (HR), and the LEAP Programme Assistant.

JOB PURPOSE

The LEAP programme launched in January 2019 and this role was created in 2022 as an outcome of an interim programme evaluation. The aim of the role was to embed the LEAP Programme within MSF and to facilitate the understanding and functioning of the programme, both at field level and within the MSF HR network.

The postholder works closely with the LEAP Programme Manager and MSF HR departments and across the movement, including at field and operational level.

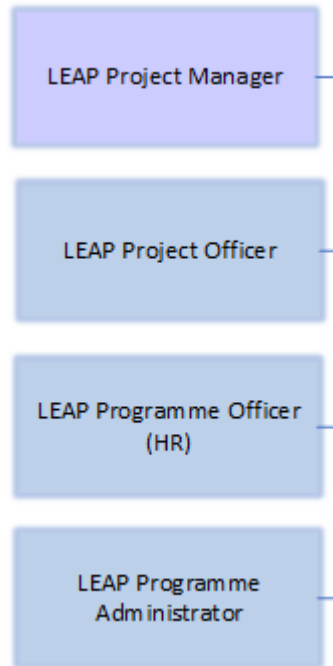
The role now focuses on:

- 2) Working with HR colleagues and key stakeholders to implement the programme effectively.
- 2) Supporting current and prospective students to address the barriers which they face. This is particularly through targeted recruitment and support efforts for those coming from specific staff demographics which are underrepresented in the programme.

DIMENSIONS

- No Budgetary responsibilities
- No hierarchical team management responsibility

ORGANISATIONAL STRUCTURE



CONTEXT

LEADERSHIP EDUCATION ACADEMIC PARTNERSHIP (LEAP)

The **Leadership Education Academic Partnership (LEAP)** is a collaboration between MSF, the University of Manchester's Humanitarian and Conflict Response Institute (HCRI) and the Liverpool School of Tropical Medicine (LSTM). The aim of the programme is to create a flexible higher education programme to provide MSF staff and humanitarian workers around the world with educational development opportunities, by integrating higher studies into their career paths.

The programme sits in the Programmes Unit which provides support to MSF's medical work and to our teams on the front line through reflection, analysis, research, and advocacy. Following a successful pilot project from 2018-2021, LEAP has evolved into an established programme and has been extended until the end of 2025.

ACCOUNTABILITIES

- Implement a strategy to address the barriers which applicants to the programme face. This includes targeted recruitment and supporting locally recruited female staff as part of a wider 'Women in Leadership' strategy.
- Build and maintain new and existing working relationships across the MSF HR and L&D network at field and HQ level. This includes

KEY PERFORMANCE INDICATORS

- The successful completion of the annual OC application and selection processes (all six OCs).
- The updating and development of LEAP's Women in Leadership strategy

Learning and Development (L&D) focal points, Pool Managers (and equivalents) and Human Resource Coordinators.

- Work closely with line managers and those directly responsible for LEAP students to ensure they have the required knowledge to support and champion students. This is through establishing a greater understanding of the programme and through illustrating its impact.
- Promote and disseminate LEAP information and successes across the MSF movement through supporting and expanding an established internal network. This includes recruitment webinars and actively seeking other opportunities to promote the programme.
- Act as the main focal point and advisor for questions and concerns regarding the programme, both within the MSF HR network and with other key stakeholders including the university partners. This includes support throughout the recruitment and selection cycle and during the student journey. Provide recommended solutions when escalating to the LEAP Project Manager, as needed.
- Manage complex and sensitive student issues and communications through supporting students and HR staff. This includes students in emergency contexts and those experiencing project closures.
- Working together with the Learning and Development Operational Centre focal points and colleagues for LEAP to support and implement policies and support practices from application, enrolment and post-LEAP career. Respond to new policy and process needs both within MSF and with university partners as the programme continues to develop and expand.
- Support the programme manager in establishing and maintaining links with other relevant development programmes regarding talent development within MSF – using LEAP to advocate for a more consistent framework for talent and resource management across MSF.

document, and monitoring of the impact of ongoing activity implementation.

- The maintenance of constructive relationships with all OC focal points, enabling collaboration on the day-to-day functioning of the programme.
- The consistent implementation of existing LEAP policies and processes in central locations, accessible to all partners, and the updating of these where necessary in response to external changes. Successful case-by-case management of all cases and especially of complex cases.

- Lead discussions with other MSF development programmes, looking at pathways and opportunities which may improve access to LEAP. Consider HR policies, processes and procedures within MSF to identify and respond to potential barriers for LEAP students.
- In collaboration with the other LEAP Project Officer (who manages the LEAP Monitoring and Evaluation work) and Learning and Development Operational Centre focal points, monitor participation and representation of underrepresented staff groups in LEAP and seek to understand the reasons behind this and how to address this.

CHALLENGE & CREATIVITY / DECISION-MAKING

Navigating sensitive decisions with regards to students' contractual changes and other HR issues and escalating when required, managing the decision-making process across stakeholders.

Defining how to work quickly and effectively with a diverse range of stakeholders of varying degrees of seniority, who are often working under their own time-pressures and with heavy workloads; knowing when to support them to an unforeseen degree to ensure the completion of key work.

Knowing how to make and communicate decisions proactively to mitigate the impacts of structural changes within the organisation (e.g. in response to project closures) and, when it's not possible to respond anticipatorily, being able to quickly make consistent and fair decisions in a reactive manner.

Creatively finding ways to contribute to and benefit from the wider waves of momentum in the organisation in relation to key dossiers. For example, maintaining and growing LEAP's place in MSF's wider Women in Leadership work.

KNOWLEDGE, SKILLS & EXPERIENCE

- Essential knowledge, skills and expertise.
- A degree or equivalent qualification in a relevant subject in human resources or equivalent and/or previous experience working in a Human Resource or Learning and Development role.
- NGO, MSF office and/or field experience with working knowledge of an NGO or MSF infrastructure.
- Excellent attention to detail and proven ability to independently deliver to deadlines, anticipate and to plan individual workload and team tasks.
- Reactive, flexible and adaptable when working with busy individuals, particularly those at field level.
- Ability to communicate clearly, concisely, and diplomatically, verbally, in writing and over the telephones (Fluency in French is desirable but not essential).

- Ability to manage complex and sensitive issues and communications.
- Excellent interpersonal, networking and communication skills, including ability to liaise effectively and build positive relationships at all levels within MSF and externally.
- Demonstrable understanding of Change Management and Theory of Change.
- Demonstrable experience of drafting correspondence to a diverse audience and excellent writing skills.
- Proven ability to work independently and flexibly with minimal supervision, using initiative and judgment to adapt solutions to meet situational needs.
- Proactive approach and problem-solving capacity.
- Proven ability to work in a disciplined and organised fashion, under pressure, with conflicting priorities and across time zones, managing multiple workstreams simultaneously.
- Excellent knowledge of Microsoft Office (Word, Outlook email, Excel, and PowerPoint).
- Availability to work occasional evenings, including travel, with time off in lieu given.
- Genuine interest in and commitment to the humanitarian principles of MSF.

COMPETENCIES

Respect:

- a. Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- b. Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- c. Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- a. Acts by example, modelling the behaviour expected from team members.
- b. Seeks out and offers each team member an equal opportunity and tools to succeed.
- c. Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- a. Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- b. Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- c. Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- a. Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- b. Strives for efficiency in every aspect of their work.

- c. Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- a. Instils acceptance and optimism in the team.
- b. Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- c. Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 23rd February 2025, 11:59pm**
- **First round interviews: 4th and 5th March 2025**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

For further information about the role please contact Recruitment.UK@london.msf.org.

Interviews will be held on a rolling basis. Please apply as soon as possible as we reserve the right to close the application early if we find a suitable candidate.

We look forward to receiving your application

