Learning and Events Coordinator  
March 2021

Are you a natural communicator and community builder? Do you enjoy the challenge of finding new ways to engage with a wide variety of people and organisations? Can you harness that energy around a common goal and vision?

If so, join Sphere for an exciting opportunity as Learning and Events Coordinator to empower and enable a global network of Sphere trainers and practitioners who promote principled humanitarian action!

Background
Sphere was established in 1997 as an inter-agency project in response to concerns about the performance, accountability and lack of co-ordination among humanitarian actors during the Great Lakes refugee crisis. Sphere developed standards for humanitarian response which have inspired generations of humanitarians and transformed from a project to an independent non-profit membership organisation in 2016.

Sphere is now a diverse global community that brings together frontline practitioners, humanitarian agencies, community organisations, trainers, donors, policy makers, government agencies and affected communities, around a common goal – to improve the resilience of, and outcomes for, people affected by disaster and crisis.

We establish, promote and review standards for humanitarian action which provide an accountable framework for preparedness, resource allocation, response, monitoring and advocacy, before, during and after disasters and crises.

What is expected of you in this role?
This new role includes elements of external communications, events management, community engagement and learning content management. The successful candidate will be someone who does not view these as individual tasks, but rather can combine these complementary activities to achieve the overall objective of educating and enabling the global Sphere network.

Community management and engagement – You will manage, support and mobilise Sphere’s community of trainers to promote the quality of Sphere messaging, learning and training. Specifically, you will:
- Lead on updating and mobilising the Sphere community of trainers through targeted engagement e.g. communities of learning and live webinars.
- Explore other potential forums for learning exchanges by practitioners through digital and in-person means.
- Develop quality assurance policies or guidance for tools, materials and training delivered by third parties in support of Sphere.
• Provide support and guidance to users of Sphere products and services, including the website and learning management systems.
• Maintain Sphere’s 100,000+ existing subscribers and reach out to new users.

**Events management** – You will bring Sphere standards to life for existing and new users by promoting and supporting diverse learning opportunities and events. Specifically, you will:
• Lead on organising in-person events, including launch events, training workshops, forums and conferences.
• Support online and distance delivery events including webinars, meetings, and learning workshops and courses.
• Work with partners, members and others to expand uptake of Sphere through training and learning opportunities.
• Host or co-host online meetings and webinars.

**Communications** – You will manage Sphere’s social media channels, and source and share content to engage, inform and educate Sphere’s existing practitioners/followers, and reach out to new users. Specifically, you will:
• Manage Sphere’s social media platforms for organisational purposes, including sourcing content and scheduling posts, and contribute to the Sphere newsletter and other email communications.
• Untap the potential of social media platforms to be used as learning management systems by providing regular microlearning opportunities for followers.
• Contribute to the development and implementation of Sphere's communications and learning strategy, optimising outreach, growth and learning related to Sphere and its global community of practitioners.

**Learning and training resources** – You will manage, maintain and curate Sphere’s portfolio of learning resources, including e-learning courses, training packages and other documents and tools. Specifically, you will:
• Develop training and learning tools under the guidance of the Communications and Learning Services Manager and the Policy and Practice Manager. This includes new approaches to distance learning, co-creation of resources, modular training tools and digital learning options adapted for diverse users.
• Promote training and learning materials in multiple languages, primarily English, French, Spanish and Arabic, with others as needed for targeted initiatives. Work closely with translators to develop clear and comprehensible tools for diverse audiences.

**What we are looking for**
• You have proven experience with most of the external communications, events management, community engagement, and learning content management activities presented above.
• You have excellent written and verbal communication skills with the ability to tailor style to different audiences and purposes.
• You have excellent oral and written English skills. Other working languages are an asset, especially French, Spanish and Arabic.
• You have solid IT skills and confidence in using online platforms for collaboration and communication. Experience of WordPress, Adobe Photoshop and other Adobe Suite products is an asset.
• Experience using Sphere in training or field operations is an asset.
• You can travel up to 10% of the time when required and when circumstances permit.
• You can work independently and as a member of a team.
• You have an innovative, inquisitive and creative mindset to adapt to changing user needs and tastes; leveraging modern approaches, platforms and services.
• You have a good eye for detail to assure and maintain the quality of Sphere products, platforms and services.
Some practicalities
You will report to and work with the Communications and Learning Services Manager.
The work location is Geneva, Switzerland\(^1\). All candidates must hold a valid Swiss work permit.
Your time commitment will be full time, although some flexibility may be considered.
You will start as soon as possible.

Recruitment process
Please send your CV, a letter of motivation and one or more work samples to
recruitment@spherestandards.org including ‘Learning and Events Coordinator’ in the subject line.

Your work sample(s) should include something written (in English, e.g. a blog post, an event report, a training resource, etc.) and something visual (e.g. a flyer, a banner, a video, a webpage, etc.). If any of the products you share are not exclusively your own work, you must indicate precisely how you contributed to them.

Application deadline: Sunday 11 April 2021
Interviews will be held in April or May. Only shortlisted candidates will be contacted.

*Sphere does not discriminate potential employees on the basis of their race, colour, religion, sex (including gender identity, sexual orientation and pregnancy), national origin, age or disability.*

*By applying for this role, you give Sphere your consent to process your personal data for the purpose of handling your application.*

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\(^1\) The Sphere office is based in Geneva, Switzerland. The Sphere secretariat follows the Swiss Federal and Cantonal authorities’ recommendations, which means that all Sphere staff are currently working from home. You must be able to work remotely for the initial stages of your employment with Sphere, and you must be prepared to work from the office in Geneva when the authorities’ recommendations change.