



Facilitation Team Support Manager – WoW Learning Center W/M

28 novembre 2025

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization created in 1971 that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters.

The WoW Facilitation Team Support Manager ensures the quality, consistency, and development of a global network of facilitators, while coordinating training cycles and supporting facilitators in implementing the program to strengthen WoW's impact within MSF.

Main responsibilities

1. Management and supervision of facilitation teams

- Supervise, train, support, onboard, debrief and evaluate WoW facilitators and technical producers.
- Organize operational support before, during, and after each learning event (review of self-assessments, debriefings, individual follow-up).
- Conduct virtual check-ins during training sessions to support teams and ensure the smooth running of sessions.
- Identify facilitators and technical producers who are ready to work on additional WoW levels or programs.
- Assess the suitability of skills and decide, if necessary, to remove a facilitator from the pool.
- Participate in workshops and orientation sessions to develop facilitators' and technical producer's pedagogical, technical, and methodological skills (WoW programs, content, core messaging, pedagogical design choices and training methodology, software.)

2. Strategic development of the pool of facilitators

- Develop and implement the pool development strategy (skills, sustainability, and diversity).
- Conduct post-training debriefing interviews to reinforce capitalization and continuous improvement.
- Identify and recruit qualified and diverse candidates for Training of Facilitators (ToF) courses.
- Maintain and facilitate a network of facilitators within and outside MSF, sharing tools, experiences, and best practices.

- Collaborate with the WoW Instructional Design (ID) team to design self-training and continuous learning modules for new facilitators.
- Propose and coordinate continuing professional development (CPD) activities for facilitation teams.
- Contribute to the structure and facilitation of the WoW Facilitators Community of Practice.

3. Coordination and cross-functional collaboration

- **Work closely with the Team Leader – Program Management, the Director of the WoW Learning Center, and the ID and planning teams.**
- **Participate in the technical preparation of training courses (familiarization with the tools and software used).**
- **Ensure smooth communication and alignment between the various stakeholders involved in the design and implementation of WoW training courses.**

Secondary activity

Facilitate 2 to 4 WoW (Workshops on Work) cycles per year—online or on-site—to ensure program implementation, support participants, and maintain training quality.

1. Program management and facilitation

- **Ensure understanding of WoW objectives, content, and methodology.**
- **Facilitate program sessions, discussions, and interactive activities.**
- **Promote key management messages and model expected behaviors.**

2. Course preparation and facilitation

- **Participate in preparation meetings with MSF teams to adapt the training to the local context.**
- **Use a variety of teaching methods (role-playing, group exercises, discussions, videos, etc.).**
- **Work collaboratively with the facilitation team to create an inclusive learning environment.**
- **Adapt materials and facilitation style to participants' needs (language, culture, pace).**

3. Support and guidance for participants

- **Help participants connect WoW content to their operational reality.**
- **Promote trust, participation, and mutual respect within the group.**
- **Debrief after each session with the team to identify areas for improvement.**
- **Analyze feedback and adjust future sessions.**
- **Establish and enforce common operating rules for optimal learning.**

In summary: The WoW facilitator prepares, leads, and adapts training sessions, actively supports participants, and contributes to the continuous improvement of the program.

Other duties

The Facilitation Team Support Manager will also:

- **Collaborate with the Instructional Design and Program Management teams to update and maintain course documentation, as well as other WoW resources and reference documents.**
- **Collaborate with the WoW Learning Center Team to discuss how to improve the participant experience in courses.**
- **Provide back-up facilitation and technical support to Facilitation Teams, often at short notice.**
- **Work closely with HR Officers, Regional Mobility Officers/L&Ds, L&D managers and Professional Development Managers (PDMs) to support them by implementing follow-up post WoW training to make sure participants can implement what they learned and to train and support locally hired staff who are detached as either WoW facilitators or technical producers.**
- **Audit WoW cohorts to ensure the most up to date WoW materials are being utilized.**
- **Conduct periodic Facilitation Reviews to consolidate feedback from WoW facilitators and technical producers about WoW programs which can be shared with others in the WoW Learning Center (especially the ID team).**
- **Attend MSF meetings and learning events to gain information and skills applicable to the WoW programs. Attends regularly scheduled staff meetings, Program Updates and office-wide debates to participate in information sharing across all departments and stays informed on important MSF topics to be able to contribute to the organization's ongoing development.**

- **Provide Program Management and Instructional Design teams with feedback as the courses and workshops progress, in order to optimize and continually improve their efficacy.**

Profil required

Essential qualifications and experiences:

- Knowledge of WoW programs or other MSF management and DEI programs as facilitator.
- Proven experience in managing international teams, ideally in the humanitarian or training sector.
- Developing the professional skills of a pool of experts orienting and preparing facilitators and technical producers to deliver learning events.
- Minimum 4 years' MSF experience in the field and/or HQ, preferably in another role like a pool/career manager.
- A passion and commitment for the mission and values of MSF, including a commitment to DEI.

Specific to Supporting Facilitation Teams:

- Ability to develop strong relationships with a small diverse team and multiple collaborators.
- Excellent communication, assessment, and feedback skills.
- Proficiency in virtual learning environments and collaborative digital tools.
- Ability to lead skills development strategies and manage diversity.

Specific to Facilitation:

- Previous experience facilitating professional development and/or management courses.
- Ability to clearly summarize complex concepts in straight-forward language, as well as present information on a range of topics using a variety of formats.
- Capable of promoting and modeling participative, respectful discussions and a range of learning approaches.
- Confident adapting creative, non-traditional learning activities to different context and cultural circumstances.

Preferred qualifications:

- Experience working with an international development or humanitarian agency.
- Professional fluency in **English (C1)** and **French (C1)** mandatory
- Other language is an asset (like Arabic, Spanish etc.)
- University degree or technical school certification - preferably in a management related discipline (HR, Business, Administration, Learning and Development), or another relevant technical subject.

Working Conditions, Travel and Environment

- 12 months full-time fixed-term contract. HQ position, level 7 on the salary grid.
- The Facilitation Team Support Manager position may be based in one of Médecins Sans Frontières (MSF) offices located in a time zone between UTC ± 3 h. Other locations where MSF is present may be considered, subject to local legislation (residence, work permit, etc.) and the agreement of the host office. It should be noted that not all MSF offices will necessarily be able to accommodate this role.
- The candidate will need to be highly flexible in terms of working hours in order to adapt to the constraints of working with international teams. Availability outside normal working hours (before 9 a.m., after 5 p.m., and on certain weekends) may be required.
- The position can be carried out in different ways: in person, remotely, or in a hybrid format, in accordance with the policies and requirements of the host office. The Facilitation Team Support Manager must have a work environment suitable for independent work, including a space conducive to concentration, participation in virtual meetings, and access to a high-speed internet connection.
- Travel to the field is to be expected in order to conduct face-to-face training as part of blended learning programs. MSF is committed to providing reasonable accommodation to enable people with disabilities to perform the essential functions of the job.

?Start date: 12/01/2026

At MSF, we value diversity and strive for an inclusive and accessible working environment. We encourage all suitably qualified people to apply, regardless of their ethnic, national or cultural origin, age, gender, sexual orientation, beliefs, disability or any other aspect of their identity.

Date limite de dépôt de candidatures

14 décembre 2025

MSF tient à la protection des données personnelles de ses membres, de ses salariés et des personnes souhaitant rejoindre l'association. Les données collectées lors de cette candidature seront strictement transmises, pour un traitement équitable et de qualité, aux personnes intervenant dans le processus de recrutement, quel que soit l'endroit où se trouve la structure MSF à laquelle elles appartiennent. Pour plus d'informations sur la façon dont sont traités vos données et vos droits, [veuillez consulter notre politique de confidentialité.](#)