



TrustBridge  
global

MAKING  
GLOBAL  
GIVING  
EASY



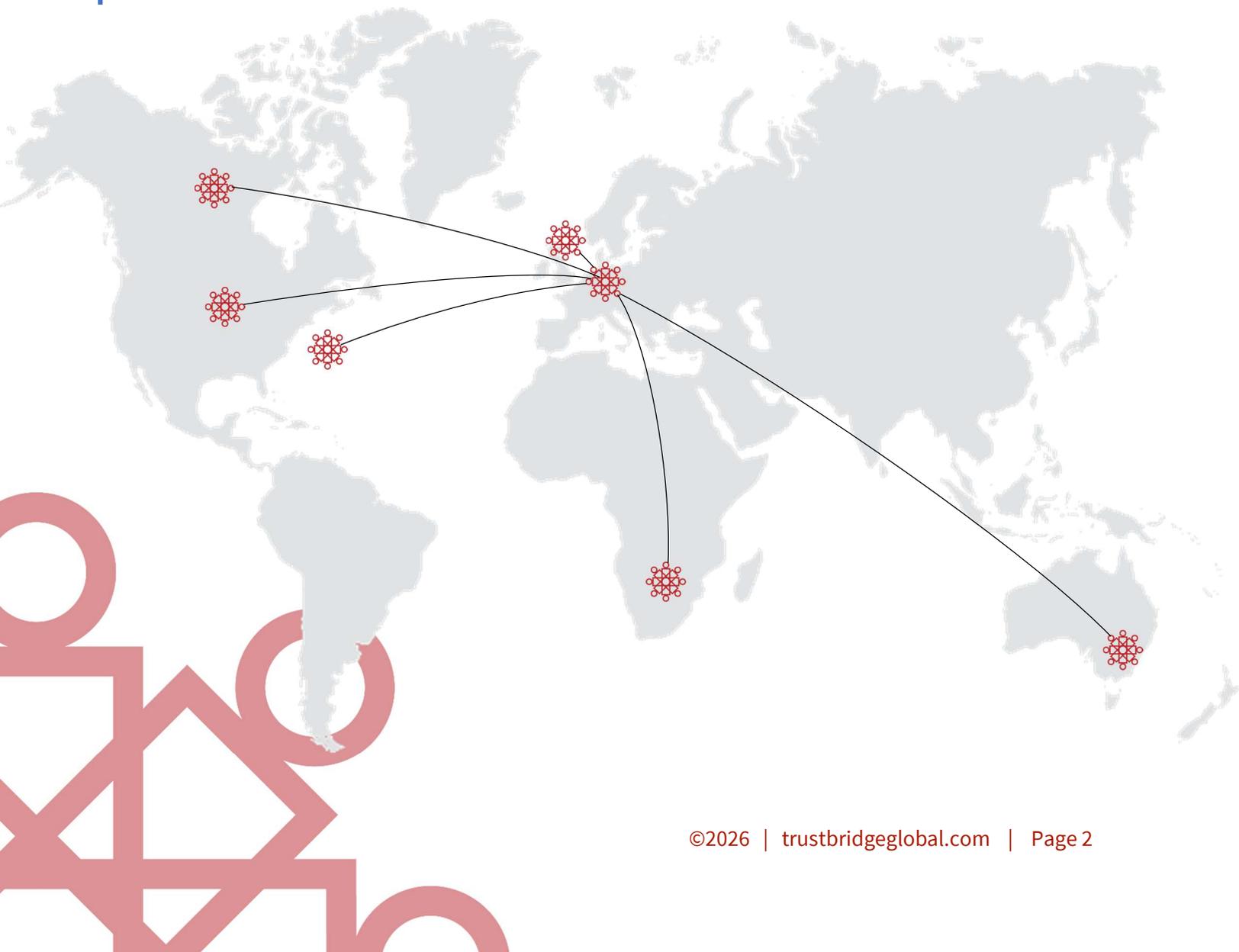
MAKE YOUR  
IMPACT ON  
THE WORLD

Learning & Development Officer

TrustBridge Global Foundation is a grant-making foundation based in Switzerland. We receive donations from individuals and entities all over the world and process and send grants to charities almost anywhere.

**OUR MISSION IS TO MOBILISE RESOURCES  
BY MAKING GLOBAL GIVING EASY.**

**WE DO THIS BY CREATING A GLOBAL  
NETWORK OF GENEROUS COMMUNITIES.**



Imagine anybody giving to any charity anywhere with just a few clicks. We believe that radically improving cross-border giving will change the world.

OUR VISION IS THAT **CHARITIES EVERYWHERE** HAVE ALL THEY NEED TO **ACCOMPLISH THEIR MISSION.**



There are trillions of dollars, euros, and yen in the hands of generous people around the world, more than enough to make a significant difference in the lives of people around the world – TrustBridge will get those resources moving.





### ***Put People First***

The world tells us that we need to decide between benefiting ourselves or benefiting others. In all situations, we will choose to apply the Golden Rule and treat others as we would like to be treated. We put people first and lean into generosity. People are more important than dollars.

### ***Trust Our People to Act***

We believe in our people – their gifts, skills, and worth – and therefore we trust our people. We are self-starters and take action without waiting to be told. But not necessarily on our own – we listen and collaborate. We provide everyone with the training, strategic clarity, and radical information sharing necessary to make wise decisions.

### ***Find a Way to Say Yes***

Our team is comprised of some of the smartest, most gifted people around. We believe our clients deserve maximum effort and creativity applied towards the accomplishment of their goals. While we always need to consider costs and potential risks, we should exhaust every reasonable alternative before we say “no, we can’t do it”.

### ***Move as Fast as Possible, but Not Faster***

In serving clients, time is of the essence. Non-profit charities should not operate at a lower standard than for-profit businesses. We strive for world-class responsiveness to client needs, while not compromising compliance with applicable laws and regulations, or our standard of excellence. Additionally, as we innovate, we move those solutions into production with real world urgency.

TrustBridge maintains a globally distributed workforce with team members in Switzerland, the United States, India, Malaysia, the Philippines and more.

## THE FOLLOWING OPPORTUNITY IS FOR A LEARNING & DEVELOPMENT OFFICER WITH A FOCUSED SET OF RESPONSIBILITIES.

### EXPECTED OUTCOMES

1. Drive the organization's learning and development initiatives to ensure employees acquire the skills and knowledge needed to succeed. The outcome is effective, targeted learning programs that enhance performance, support career growth, and contribute to a high-performing, future-ready group of employees.
2. Ensure employees have access to relevant training, career development, and performance support aligned with organizational goals. The outcome is a skilled workforce that continuously develops and performs effectively
3. Support the Talent Acquisition team by contributing to the recruitment and onboarding of new employees. The outcome is that new hires are prepared, well-integrated, and can contribute quickly to their teams and the organization.

### JOB SUMMARY

#### Key Responsibilities

#### Learning & Development Management

- Oversee the planning, design, and delivery of all learning and development programs across the organization.
- Conduct training needs analysis in collaboration with department heads to identify skill gaps and future competency requirements.
  - Guide and assist the course developers/instructors in applying the best theories and practices in course and learning intervention design.
  - Design and create general courses and performance support tools that will be used by all or majority of the employees in the organization (e.g. knowledge bases, FAQs,

- courses for communication, leadership, and other soft skills competencies).
- Monitor and evaluate the effectiveness of learning programs through feedback, assessments, and performance metrics.
  - Serve as the Learning Management System (LMS) Administrator. Enroll the employees on the courses that they need and track their progress.
  - Promote a culture of continuous learning and career growth within the organization.
  - Partner with managers and other leaders to develop succession planning and leadership development programs.

### **Employee Development Collaboration with HR and Other Departments**

- Work closely with department heads and supervisors to align learning initiatives with organizational objectives.
- Collaborate with HR to ensure learning programs support employee engagement, performance improvement, and retention strategies.
- Assist in facilitating the orientation and onboarding programs in partnership with the HR and Admin, other Department and teams.
- Support employees in identifying and achieving personal and professional development goals.

### **Talent Acquisition (Minor Function)**

- Provide input on the qualification and skills needed for roles that the organization is hiring for.
- Help assess if the employees to be promoted meet the qualifications and skills needed to fulfill the new role.
- Assist on the resume pre-screening / review process when needed.
- Assist in conducting behavioral interviews or assessments when needed.

## **KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS**

- Innovative mindset and willingness to embrace new learning approaches and technologies.
- Experience in competency mapping, career pathing, and/or succession planning.
- Passionate about employee's growth and organizational development.
- Strategic thinker with a hands-on approach.
- Strong interpersonal and influencing skills.
- Skilled in building relationships and collaborating across departments and cultures.
- Strong organizational and leadership abilities with attention to detail.
- Knowledge in recruitment and/or onboarding processes is an advantage.

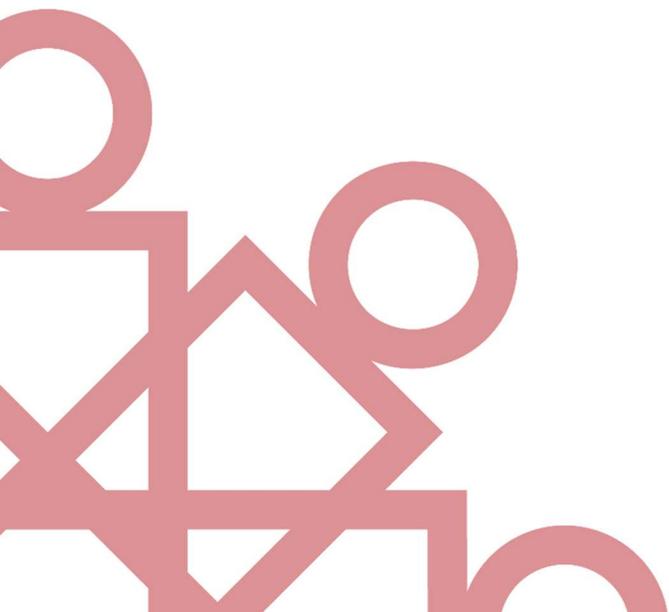
## EDUCATION, TRAINING, AND EXPERIENCE

- Bachelor's degree in Human Resource Management, Psychology, Education, Business Administration, or related field.
- Minimum of 5 years of experience in Learning and Development, with at least 2 years in a lead/officer role.
- Certification in Training and Development, Coaching, or Organizational Development is a plus.
- Proven experience in designing and implementing training programs and managing learning projects.
- Strong understanding of adult learning principles, training evaluation, and performance management.
- Excellent communication, facilitation, and presentation skills.
- Proficient in Learning Management Systems (LMS), MS Office, and online training tools.
- Ability to collaborate effectively with cross-functional teams.

## WORK ENVIRONMENT AND MENTAL REQUIREMENTS

- Regular workdays run from roughly 1600 – 0100 (PH Time) to maximize the overlap with European and US Eastern Time work hours
- Willingness to work more than 8 hours per day, as needed; ability to handle pressure during peak periods during the year, availability to handle issues outside of normal working hours
- Benefits include paid time off, paid holidays, employer contributions to health insurance, and annual bonus. Future retirement benefits are anticipated.

Contact ([recruiting@trustbridgeglobal.com](mailto:recruiting@trustbridgeglobal.com)) to find out more.



A photograph of a sharp, snow-capped mountain peak against a blue sky with scattered white clouds. The mountain is the central focus, with its peak reaching towards the top of the frame.

GIVING | IMPACT | GLOBAL