



We are hiring

EXTERNAL ADVERTISEMENT

Please note to email applications directly to Recruitment.SS@mtn.com

Applications are invited for the Positions of Manager Organizational Development & Learning



Posting Date	24 th /June /2025
Department	Human Resources
MTN Job level	3
No. of vacancies	1
Location	Juba, South Sudan
Contract Duration	Permanent
Closing Date	14 th /July /2025

COMPANY OVERVIEW

We at MTN are a purpose and value-led organization. At MTN, we believe that understanding our people's needs and aspirations is key in creating experiences that delight you as you work every day. We are committed to fostering an environment where every member of our Y'ello Family is heard, understood, and empowered to live an inspired life.

Our values keep us grounded and moving in the right direction. Most importantly, they keep us honest. It is not something we claim to be. It is in our DNA. As an organization, we consider it our mission to create an exciting and rewarding place to work, where our people can be themselves, thrive in positivity and ignite their potential.

A workplace that boosts creativity and innovation, improves productivity, and ultimately drives meaningful results. A workplace that is built on relationships and achieving a purpose that is bigger



than us. This is what we want you to experience with us.

MISSION/CORE PURPOSE OF THE JOB

The Learning and Development (L&D) Manager is responsible for the design, implementation, and management of learning strategies and development programs that enhance employee capabilities, performance, and engagement. This role ensures alignment with MTN South Sudan's strategic objectives and fosters a culture of continuous learning, innovation, and operational excellence.

Additionally, the L&D Manager oversees the organization-wide implementation of processes that support the diagnosis, planning, and evaluation of organizational effectiveness. This includes delivering relevant data and analytics to inform decision-making and support the overall Learning and Development agenda across the organization

CONTEXT:

- Cultural diversity
- Dynamic Telecommunication Industry
- Highly competitive market
- High-paced and stressful environment
- Diverse Workforce demographics & Employee Expectations
- Increased focus and requirements of service delivery from the department
- Labor Regulations & Legislations

RESPONSIBILITIES (Not limited to:)

Organizational Development Tasks:

- Develop and review organizational design policies and processes to provide input where applicable.
- Design and redesign of organizational structures to provide input where applicable.
- Implement the organization blueprint (Operating Model) for MTN South Sudan
- Develop and maintain job profiles for the organization.
- Conduct and communicate job evaluation and levelling for new positions/ changes positions in the organization.
- Implement & manage the companywide Talent and performance Management Framework.
- Monitor implementation of performance framework, calendars, activities, and outcomes in line with MTN Group guidelines



- Manage the implementation of talent management programmes including succession readiness in line with MTN Group guidelines.
- Facilitate change management processes for all organizational change with regards to the organizational structures to enable change management
- Manage updates on the MTN South Sudan competency dictionary for accurate record keeping purposes
- Monitor the organizational culture and tracking of all the GCA action points
- Support MTN South Sudan wide transformation initiatives. Elicit input from relevant parties, when require

Learning & Development Tasks:

- Management and tracking of L&D Budget efficiently.
- Develop and execute a company-wide learning and development strategy aligned with MTN's business objectives and talent needs.
- Identify training needs through job analysis, career paths, performance appraisals, and consultation with departmental managers.
- Manage learning infrastructure platforms and channels effectively.
- Manage end-to-end learning processes including needs assessment, curriculum development, vendor coordination, and training logistics.
- Coordinate the smooth running of on-site MTN Academy programmes for MTN South Sudan delegates in partnership with regional learning administrator.
- Report on all L&D activities
- Coordinate logistics for all L&D programs/interventions according to agreed yearly schedules.
- Process all paperwork for the timely payment of agreed training programmes.
- Conduct evaluation and analysis of all L&D interventions
- Assist with facilitation of the corporate induction process as per agreed induction framework.
- Contribute to the compilation of Divisional training plans in line with IPF cycle as assigned by Supervisor
- Maintain accurate records of employee training and certifications.

Reporting

- Track training metrics and evaluate program effectiveness through feedback and ROI analysis, providing regular reports to senior management.
- Report on a bimonthly / monthly basis on the progress made within the OD&L area and in accordance with the measurement metrics set by the organization
- Report on an ad hoc basis on specific projects, as required



QUALIFICATION

- Bachelor's degree in business administration or relevant.
- HR related certificate is an added advantage

EXPERIENCE

- 4 years' experience in human resources, preferably within the organizational development role; 2 years' experience in a design / advisory role; relevant human resource consulting experience – advantageous

Training

- IRIS
- CPA
- Matrix of work / levels of work
- Internal systems

COMPETENCIES

Skills & physical competence

- Communication and reporting skills (verbal and written)
- Conflict management
- Interviewing skills
- Negotiation skills
- Project management skills
- Research / analysis skills.
- Strong organisational skills
- Strong presentational skills

Knowledge:

- Business consulting
- Communication and reporting
- Data management
- General administration
- Information management
- Knowledge of organizational development systems
- Market research
- Organizational change management
- Policy design and development
- Research
- Statistical analysis



Behavioural

- Cando with integrity
- Collaborate with agility.
- Lead with Care
- Act with inclusion.
- Serve with respect.

Should you wish to apply, please submit your Application (Cover letter & CV) including a copy of your National ID to MTN South Sudan Head Office Opposite Juba National Stadium or email Recruitment.SS@mtn.com: on or before closing date 14th / July /2025 @ 5:00 PM

Please note:

- This position is open exclusively to South Sudanese nationals.
- We strongly encourage qualified ladies to apply.
- Only shortlisted candidates will be contacted. If you do not hear from us within 14 days after the closing date, please consider your application unsuccessful
- By applying for this vacancy, you are consenting for MTN South Sudan to process your personal data for purposes of this application and further undertake verification of your personal credentials and related information including, but not limited to, qualifications, criminal record, credit record, current and historic disciplinary proceedings, as part of the selection process.
- MTN South Sudan reserves the right to not fill the advertised position

Let's stay in touch

