

General role information	
<b>Job Title:</b>	Director of ERP Programme
<b>Reporting to:</b>	CIO
<b>Salary Band:</b>	BG-12
<b>Notice period:</b>	3 months
<b>Budget Responsibility?</b>	Yes
<b>Direct Reports?</b>	Yes
<b>Client facing role?</b>	No
Introduction:	
<p>MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.</p> <p>Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high quality, client-centred care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.</p> <p>We know that access to reproductive choice is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.</p>	
The role	
<p>The ERP Programme Director is responsible for the successful delivery of MSI's global finance and supply chain transformation programme, which will be enabled through new Enterprise Resource Planning (ERP) technology. This programme will transform how financial and logistical capabilities are delivered within MSI's 37 country programmes and global headquarters, setting the organisation up to strengthen delivery of our vital mission.</p> <p>The Director will have deep transformation and ERP experience, gained through delivery of multiple full ERP programme lifecycles in complex multi-national organisations (8+ or equivalent experience). This will span different vendor solutions and market sectors, preferably including International NGO experience. The transformation programme has board approval</p>	

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but is currently at inception stage. The Director will shape the overall programme from the outset, so that it is set up for success. The programme will be a business transformation which will change multiple elements of the MSI back office operating model. The Director will establish the delivery team, governance framework, and overall approach, leading the end-to-end programme through to benefits realisation. We anticipate a 3-year programme lifecycle.

The Director will provide the necessary leadership to the programme, giving purpose and direction, taking strategic decisions and leading by example. Crucially they will build effective relationships with a wide range of MSI stakeholders, including our Country Programmes who are the ultimate customers of the transformation.

The ERP Programme Director will design and recruit an internal project team which we expect to comprise competencies such as PMO, project/workstream leadership and change management. A crucial early stage will be the successful appointment and onboarding of a third-party implementation partner and selection of an ERP technology best suited to MSI's business requirements. We envisage the Programme Director and the internal project team being the MSI interface to the selected implementation partner, who will design and configure the solution to MSI's target model and requirements.

The Director will be expected to oversee and critically question the blueprint and design of the solution architecture as well as the vendor implementation approach, and to hold the vendor to account at all stages. They will supervise integrated solution design, configuration and development of not only the technology architecture but also the related business processes and information management required for the programme to be successful. This requires strong leadership of both internal MSI colleagues and the implementation partner.

In close partnership with Finance, Operations and our country programme teams, the Director will oversee the implementation of standardized global business processes across the organisation. This will be a major organisational and cultural shift, from current siloed local ways of working. This role will be a key champion of change across the global organisation and will be accountable for supporting enterprise change management, communications and training. The ability to mobilise the global organisation in engaging with the programme, encouraging local ownership and adoption are essential attributes.

Occasional international travel to MSI country programmes, is anticipated as required for the successful delivery of the programme.

### Key Responsibilities

- Lead the process to select an ERP technology best suited to MSI's business requirements, engaging external expertise where appropriate. Source and onboard a third-party implementation partner, overseeing the relationship for successful delivery and maximise value for money.
- Own the overall design of the programme and manage delivery to the agreed budget. Establish and manage the ERP programme team ensuring a high performing team dynamic and culture is formed to drive successful delivery.
- Ensure appropriate programme governance and assurance is in place. Clearly define governance roles and responsibilities, governance processes, and assurance processes. Lead the process to source a third-party assurance partner.
- Translate business case benefits into programme outcomes and manage delivery of those outcomes, driving benefits realisation. Refine the programme vision, outcomes, and objectives to align with organisational strategy.
- Influence and manage senior stakeholders identifying and addressing their interests. Form collaborative relationships both internally and externally. Lead senior stakeholder communication and buy-in.
- Deliver the business transformation: Work with the business to develop standardised global business processes and a future state operating model. Manage and resolve complex business issues arising from the implementation of new processes and operating models.
- Deliver the ERP system and business integration: Drive a coordinated approach to ERP related business process changes and technical system integration across all related ERP domains to ensure the integrity of the overall design. Coordinate the contributions of external consultants, business functional leads, project managers, and other stakeholders.
- Oversee the ERP solution architecture: Understand business drivers and business capabilities (current and future state) to determine ERP solution architecture design to drive business outcomes. Partner with the MSI Applications Team for integration with other MSI solutions and the MSI Data Architecture.
- Own and oversee technical configuration: Ensure ERP design and configuration is based on good practices and a detailed set of business, functional and technical requirements.
- Partner with Operations: Work with International Operations and Country Programs on adoption of systems, processes and operating model. Build capacities throughout the

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organisation and anticipate and engender cultural changes that ensure successful implementation.

- Manage ERP Business Owner and Executive Sponsor Decision Making Process: Support and prepare for ERP Steering Committee Meetings. Attend Business Owner Meetings and ensure the efficiency of ERP decision-making process. Ensure process, people and technology alignment for the programme.
- Oversee ERP Deployment Planning and Rollout: Work with the Core Team, IT, Business Leadership and implementation vendor to create a comprehensive ERP deployment and country rollout strategy and plan.
- Provide ERP change management oversight: Ensure change management is being effectively planned and managed and that stakeholder engagement, communication, and all levels of required training is being effectively executed. Ensure change management is fully integrated into ERP deployment planning and rollout strategy and plan.

## Key Skills

**To perform this role, it is essential that you have the following skills:**

- Leadership: You're a proven senior leader, with a track record of guiding and developing teams to achieve success, including globally distributed teams and different cultures.
- Strategic thinking: You're able to reflect organisational strategic goals and priorities and integrate these into a coherent delivery approach for the team
- Communication: You're an excellent, influential communicator; you can convey complex, technical concepts simply and effectively, adapting your communication style to different audiences up to board level. You're able to inspire Exec and senior leaders to get buy-in for programme priorities
- Analytical skills: You have an ability to analyse and interrogate complex challenges and problems. You know how and when to ask "the tricky questions," ensuring you eliminate any ambiguity
- Problem solving: You're able to create clarity, cut through detail, and make decisions even in difficult and opinion-heavy situations
- Organisation and prioritisation: You're able to track progress across priorities, ensuring alignment with wider stakeholders and providing a clear steer to your team to deliver with quality and on time

- Proactiveness: You have an ability to identify and act on issues and opportunities before they become a risk to programme objectives
- Collaboration: You're a team player and you consistently seek input from and align with senior stakeholders and your team. You inspire and coordinate collaboration across the organisation to ensure programme delivery.
- Technical skills: You have skills in a range of ERP solutions and associated technologies
- User-centred: You ensure that any new initiatives or technologies keep users at the heart
- Language skills: Fluent in business English, both written and verbal

## Key Experience

**To perform this role, it is essential that you have the following experience:**

- Successfully delivered 8+ full-lifecycle ERP implementations in medium to large international enterprises. Experience with Microsoft Dynamics preferred but not essential.
- Strong track record in strategic transformation, change leadership and programme management delivering large programmes that have resulted in transformational change in the Finance and Supply Chain domain.
- Experience of overseeing complex multi-million pound programme budgets.
- International NGO and/or healthcare sector experience preferred but not essential.
- Experience driving operational efficiency in finance and supply Chain and implementing a framework for process standardisation and improvement.
- Experience delivering finance transformations involving shared service operating models.
- Extensive ERP vendor / system implementor contract management experience.

## Formal Education/qualification

- Bachelor's Degree in Computer Science, Information Systems, or related field expected, but we'd welcome applications from candidates with equivalent experience
- MSP, PMP or other relevant project or programme management certification expected
- Supply chain, logistics, or accounting certification preferred but not required

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## Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

### For this role, we're looking for an individual who is:

- Able to empathise with and build relationships
- Innovative, with the ability to show initiative
- A quick learner who can pick up new skills quickly and easily
- Positive with a can-do attitude
- Dependable and can self-manage
- Able to keep calm and work effectively under pressure

## Our Values

**Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

# Job Framework:

ERP Programme Director



By signing below, you indicate that you have read and agree to this job framework.

**Full Name:**

**Signature:**

**Date:**

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