

# Job Description:

Director – centres and maternity, private sector strengthening

General role information	
Job Title:	Director – Global Centres and Maternity
Reporting to:	VP TSD Director
Career Level:	
Salary Band:	BG12
Notice period:	3 months
Budget Responsibility?	YES
Direct Reports?	No
Client/programme-facing role? (client/programme facing roles role involve travel to overseas programmes and/or interaction with clients)	No
About MSI	
<p><b>MSI Reproductive Choices is one of the world’s leading providers of sexual and reproductive healthcare.</b></p> <p>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. Today, our organisation has over 9,000 team members working in 36 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>In the countries where MSI operates, 500 million people currently use family planning. MSI has implemented approaches in these environments that have delivered contraceptive market growth by reaching the most vulnerable and shifting community sexual and reproductive health (SRH) norms. In 2023 we estimate that in the countries where MSI operates, more than 20% of the total demand for contraception was satisfied by services supported by MSI, contributing to increase in maternal contraceptive prevalence rate (mCPR).</p> <p>There are around 121 million unintended pregnancies each year, with around 73 million, (61%), ending in abortion, irrespective of country income level or the legal status of abortion. An estimated 35 million abortions or 45% each year are unsafe, contributing to 5-13% of maternal mortality. Since 2000, we have provided 50 million women and girls with safe abortion services. And in some countries, MSI provides more than 50% of all safe abortions that take place.</p> <p>We know that access to reproductive choice and safe abortion 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>	

All MSI job descriptions are subject to a language neutrality test prior to approval and we’re always looking for new ways to make our recruitment process as fair and unbiased as we can. If you’d like to provide feedback on MSI’s recruitment process, please do so via email to [recruitment@mschoices.org](mailto:recruitment@mschoices.org)

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MSI is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

**Context for this role:** MSI operates with 280 clinics and 32 maternities as MSI ‘centres’. Most MSI programmes have clinics, mostly located in cities, towns, urban and peri-urban locations. The role for these facilities is to: protect choice of both medical and surgical safe abortion/post abortion care options and a full range of family planning; plus provide services across a woman’s life journey, “Every stage of woman”, with a diversified service offering that enables the facilities to achieve financial sustainability by meeting women’s needs and strengthening the private health system. Additionally, maternities improve maternal outcomes and can act as referral points for complicated cases. MSI centres demonstrate our commitment to service excellence and act as the “backbone” to the MSI brand. Our aim is to always exceed client expectations. They are integral to MSI’s sustainability strategy and need to therefore generate income through core & diversified services. MSI ‘centres’ constitute one of MSI’s service delivery ‘channels’.

## The role

**Director of Centres, Maternity & Private Sector Strengthening** leads MSI strategy, design and development of best practices on how we deliver services through our centres and maternity and leads on external partnership and engagement on “Strengthening Private Sector”.

The Director is a member of the Senior Leadership Team of MSI and is a member of the Technical Services Team. This role reports to the VP & Director of the Technical Services Department. There is a high level of interaction with MSI’s Executive Team, Regional Directors, Fundraising team. It is a full-time role, based out of London or core countries where MSI has an operating entity, with possibility of remote work for exceptional candidates. This role will require extensive travel to MSI Country Programmes in Africa and Asia, London, Europe and USA to ensure that we are in the right places, at the right time, among the right people to further our mission.

Measures of success: best practices, identified opportunities and external engagement that supports:

1. **Sustainability:** channel service income; income to cost, surplus for the channels
2. **Impact:** focus on activities that have the greatest potential to achieve MSI’s mission: number of safe abortions/post abortion care cases; post abortion family planning; number of contraceptive services; number of deliveries
3. **Quality:** data integrity, clinical quality standards, MSI Abortion Quality Index; client satisfaction
4. **Reputation:** collaborating and innovating with donors and thought leaders, to shape the sector and influencing policy and access

The function works in close collaboration with all TSD teams and with other departments, especially International Operations, Finance, and Medical Development, Fundraising, to represent channel priorities and align initiatives.

## Key Responsibilities

This role is accountable for:

### **Accountable for centres, maternity success model; innovation development (design, test) of operational best practices (50%).**

- This role is accountable for generating operational best practices, (known as MSI's success model) by ensuring that all best practices are collected and collated through leadership of MSI cross functional team (comprised of Operations, Clinical, Insight, Marketing and other internal & external experts).
- The strategies and tactics are effectively communicated and trained to Regional teams to enable country programmes to help develop their own relevant strategies, business plans so the channels achieve sustainability and meet service delivery targets.
- Develop and test with country team new business models and channel innovations, providing expert advice and guidance (eg. premium maternity or clinics).

### **Provide guidance and expertise on health financing models and revenue cycles Support development of health financing strategies and providing solutions to country teams (10%)**

- Provide strong understanding of different private healthcare financing models and revenue cycles and support with business "pitches"

### **External voice for MSI on Private Sector Health Strengthening to contribute to sector learning, build MSI reputation and contribute to fundraising (20%),**

- Lead the development and production of external case studies
- Publish articles, presenting at conferences, and engaging in high-level discussions about how MSI's centres and maternity add value the strengthening the private sector (working in collaboration with MSI team members from countries and evidence and insight teams).
- Represent MSI in meetings with current and potential donors, other donor funded consortia, and global, regional, and country partners, as required, providing insight and expertise to contribute to evidence building for the sector.

**Support fundraising teams with proposal design (10%),** contributing principles and best practices and new design thinking on innovations, providing deep and wide external and internal perspectives.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

## Key Skills

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

### Technical expertise: **COMMERCIAL and Clinic management:**

- **Skilled in centre operations:** able to find ways to improve quality, resource optimisation for an efficient, sustainable network.
- **Commercially excellent in financial planning & P&L management:** ability to construct & deconstruct P&Ls to understand the financial impact of decision making. Strong appreciation of pricing on operational impact. Highly proficient with excel and powerBi dashboards.
- **Very good appreciation of clinical governance** for centres and maternity: good understanding of clinical quality standards and accountabilities and understanding of pregnancy, childbirth, and postnatal care requirements
- **Good understanding of client/patient journey:** skilled in deconstructing a client/patient journey and identifying “pain points/opportunities” to design solutions that maximise provider and client experience
- **Good knowledge and skill in leveraging digital technologies:** Patient information systems, financial reporting, plus newer technologies of AI, virtual care delivery, client feedback mechanisms to improve efficiency and effectiveness and client experience.

### Private sector strengthening

- **Good understanding of private sector strengthening models in SRHR:** guidelines, policies, regulations, approaches, and socio-political landscapes and operational / high impact best practices. Awareness of the latest research and evidence-based practices on integrating private providers into different schemes
- **Knowledge of public health, prevention, and health promotion** related to maternal and infant care
- **Strong expertise in health financing models for revenue:**
  - Strong understanding of healthcare financing models and revenue cycles; able to analyse and interpret external partners financial statements and reports; in-depth understanding of healthcare delivery systems and payment models; familiarity with health insurance products and reimbursement mechanisms; and awareness of current trends and innovations in private healthcare financing.
  - Proficiency in drafting and negotiating complex healthcare contracts. Understanding of legal and regulatory requirements in healthcare financing

### Strategic Planning

- **Very strong strategic acumen** and ability to write and lead development of strategies. Can translate complex data from internal routine data, DHS, WHO, population data, and other sources, trends, consumer insights, into a format and language that can be understood by a wide range of people and present it in a compelling and engaging way that helps find unmet consumer needs or gaps in the market. Able to link own work to the broader business or organisational context and aligning with business.

### Leadership

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- **Highly adept at “boundary spanning” leadership**, capable of inspiring and facilitating cross-disciplinary collaboration; building internal and external collaboration, with highly sensitive cross-cultural skills, working at all levels across and within organisations. Able to inspire trust and camaraderie among team members, partners and decision-makers. Can navigate sensitive political and cultural contexts surrounding abortion, SRHR.
- Project management skills including ability to manage multiple priorities, meet deadlines, manage stakeholders to deliver high quality work

## Communication

- **Excellent presentation and communication skills**, delivering with confidence to present credibly and inspirationally in a variety of settings (hosting conferences, international meetings, panel sessions, donor meetings etc).
- **Strong presentation skills for pitching to potential clients or investors**
- **Very strong data storytelling, writing persuasive case studies** to communicate data-driven insights effectively to both technical and non-technical audiences. This includes: **Ability to explain complex financial concepts to non-financial stakeholders**; translating complex findings into clear, concise language; using appropriate analogies and examples to illustrate points; focusing on the most relevant and impactful information. Strong **Technical Writing and Reporting** proficiency in producing high-quality reports, policy briefs, and technical documents

## Networking and Collaboration

- **Capacity to design and facilitate high-level strategic discussions** with a multi-cultural, multidisciplinary set of actors. Bringing together diverse perspectives from different departments to spark innovative solutions, breaking down silos to encourage the free flow of ideas.
- **Cultural competence and sensitivity** with ability to work effectively across diverse cultural contexts

## Problem solving and analytical thinking

- **Highly developed problem solving:** able to identify and analyse problems, gathering appropriate information, evaluating a range of options, making decisions about which options to implement and evaluating those decisions to further refine solutions that meet needs of clients, providers, donors & MSI teams. Highly proficient with excel and powerBi dashboards.

Ideally,

- Knowledge of cost accounting principles specific to healthcare services
- **Knowledge of adult learning principles** and competency development to design training programmes that empower individuals to translate knowledge into actionable practices.
- **Familiar and comfortable using different learning solutions and tools.**
- Fluent in French.

## Key Experience

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## Essential

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

### Technical:

- **Commercial healthcare experience:** managing large network of centres, maternities or other health care provider network, including experience in the private sector, with P&L responsibility.
- **Clinical governance and clinical quality:** worked with corporate governance and clinical quality management policies and protocols.
- **Have worked with corporate or private financing models and pitched and won corporate business**
- **Best practice development:** have developed and written, shared best practice within geographically dispersed teams that results in improved performance. Have delivered technical support both directly and indirectly through remote working, working in virtual, cross functional teams. Have designed and worked with wide range of coaching & best practice tools – “drop-ins”; bite sized learning modules; run workshops; brainstorming tools etc.

### Strategic Planning

- Have led, written and presented produced centres/maternity/healthcare strategy and business development papers to senior audiences using a wide range of SRHR data sources. **Led strategy development:** track record of successfully leading operational strategy on a global level/regional level.

### Leadership:

- Good experience in operating and working with Executive Teams, and other senior colleagues on centres and maternity. Track record in achieving ambitious goals at a senior level.
- Have successfully delivered multiple priorities and projects to meet deliverables.

### Communication

- Experience in public speaking and media engagement and working with donors and business partners on private sector strengthening / health financing
- Have produced data driven reports and papers for a wide range of audiences, both technical and non-technical, that have received wide endorsement and support.

### Networking and collaboration

- Track record of building and maintaining relationships and coalitions with stakeholders, donors, NGOs and thought leaders in private healthcare delivery.
- Good experience in leading and working in multi-disciplinary teams across various time zones to deliver significant, high-profile initiatives where action plans have resulted in positive outcomes

### Problem solving and analytical thinking

- Wide experience in creating responses to challenges. Have experience in scenario planning: and prepared responses to both real and anticipated responses to disruptive changes in SRHR sector

### Desirable

- Experience in grant writing and donor engagement at a senior level with major donors/partners
- Worked widely across Africa and / or Asia
- Fluent in French

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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 are 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.

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

- **Committed to MSI's mission and values;** unwavering support for, and, fully embrace our mission, vision and values to provide women and girls access to client centred contraception and safe abortion so they can achieve their goals and dreams.
- **Resilient, flexible, positive,** and enjoy a fast-paced, dynamic environment.
- **Confident in speaking up and challenging the status quo.** Happy to stand up and speak for what believe in and when disagree with colleagues, and can respectfully, tell people your position, considering other people's point of view and present alternatives that addresses your concerns.
- **Resourceful and action orientated** –focused on doing what matters, ie. delivering high impact programmes in collaboration with donors, partners, country teams to ensure clients around the world receive the highest quality services.
- **Curious about emerging developments** within our sector and passionate about building best practices and seeking out ways to do better work
- **Willingness to provide support** to different tasks large or small.
- **Actively seeking out feedback** on own performance (both results and behaviours) with a view to continuously learn and develop.
- **Enjoy accountability to deliver results-** comfortable with performance measurement and a performance-led culture

## Signature

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

**Full name:**

**Signature:**

**Date:**