

## Job description

### *International HR Operations Team Assistant*

#### About MSI

At MSI, we offer services that support our clients throughout their reproductive lives. **We believe that everyone should be able to choose their own future, on their terms, with access to reproductive choice.**

Our teams work across 36 countries to support over 90,000 people every day to make choices about their reproductive health and futures. This includes abortion and contraception services, but also broader reproductive healthcare including maternity care, cervical cancer screening and preventative therapy, and HIV and STI testing and treatment.

From the UK to Uganda, MSI has always stood out from the crowd by being a 'social business', using a hybrid operating model that draws inspiration from both the non-profit and commercial worlds.

Our organisational structure is made up of our country programmes (the core of our operations) and support offices in London, UK (where our Global Support Office is based), Washington, USA and Melbourne, Australia.

#### Our Values

For us, it's vital that every MSI team member believes in and is committed to our organisational mission, vision and values.

**This means that we will only accept applications from candidates who are unequivocally pro-choice.**

Our values act as guiding principles, providing us with a clear direction. They set the tone for how we approach our work, interact with others and align ourselves as 'One MSI'. It's important that our team members truly resonate with our values and demonstrate them consistently, in all that they do.

#### **Mission-driven**

With unwavering commitment, we exist to empower people to have children by choice, not chance, and ensure women and girls have control of their own health and futures

## Job description

### *International HR Operations Team Assistant*

#### **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 our work.

#### **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.

## **Safeguarding**

**We believe that a strong approach to safeguarding is a hallmark of high-quality service provision.**

We are committed to promoting the safety and welfare of our clients and the communities we serve, and all team members and partners that support the delivery of our services. We stand against all forms of harm including sexual exploitation, abuse and harassment and expect all team members to share in our commitments and remain accountable for their behaviours.

## **About the Department**

The Global Support Office People & Culture department oversees our recruitment, transformational and generalist HR functions, as well as global learning and development, and the office management of our premises in London.

## Job description

### *International HR Operations Team Assistant*

The department supports all people and culture activity across our Global Support Office, which is made up of over 250 team members, based in a number of countries around the world. The department also provides support to a global network of people and culture professionals in Asia, sub-Saharan Africa, the US, Mexico, Bolivia, Europe and Australia.

#### About the role

The People & Culture Team Assistant is responsible for providing reliable end-to-end administrative support to the wider HR function, including the Recruitment and Learning & Development teams.

The People & Culture Team Assistant reports directly to the Associate Director of International HR Operations.

#### Job responsibilities

- Reconcile and accurately file HR letters, agreements, contracts and data, ensuring that key information is available to colleagues and stakeholders.
- Monitor, address and/or escalate a varied selection of queries to the right colleagues within the team, whilst determining the appropriate degree of urgency and sensitivity.
- Ensure the timely and accurate completion of key administrative processes that support the HR function, with regards to generalist HR operations, recruitment and onboarding, including the use and maintenance of relevant HR systems.
- Advise stakeholders on the correct processes to follow in relation to all elements of the employee lifecycle, from recruitment to departure.
- Identify any gaps in knowledge or understanding of HR policies/processes amongst stakeholders and recommend solutions for improvement.
- Explain MSI's internal procedures to external parties, ensuring that requirements are made clear (e.g., with regards to supplier set-up, payments, background checking procedures etc.)
- Disseminate information, updates, policies etc. via MSI's Intranet and issue regular team communications via email and other channels.

## Job description

### *International HR Operations Team Assistant*

- Anticipate upcoming contract renewals and other key dates in the People & Culture calendar, ensuring that the right colleagues are aware of any required action.
- Sustain a timely service provision to stakeholders, ensuring that queries are dealt with promptly and in accordance with established timeframes such as payroll deadlines.
- Maintain an accurate, reliable and professional approach, ensuring that a high-quality service is provided to stakeholders.

#### Measures of Success

- **Standardization and Process Improvement:** Successful implementation of standardized HR processes and best practices.
- **Technology Adoption and System Integration:** Effective adoption and integration of our HRIS.
- **Stakeholder Satisfaction and Engagement:** High satisfaction with the people & culture function services provided.
- **Sustainability and Innovation:** Continuous improvement through innovation, with measurable improvements in efficiency and accuracy.

#### Skills

- **Communication skills:** The ability to communicate clearly, accurately and professionally, both verbally and in written form (fluency in English is required, French would also be desirable)
- **Rapid learning & adaptability:** The ability to learn new skills quickly and independently, and seamlessly adapt to new processes, systems etc.
- **Accuracy skills:** The ability to carry out tasks accurately and with excellent attention to detail.
- **Microsoft Package:** The ability to utilise Word, Excel, PowerPoint, SharePoint etc. effectively and independently
- **Demand Management & Organisation:** The ability to manage a high volume of varied demands, prioritising and planning effectively to ensure a consistent speed and quality of service.
- **Confidentiality:** The ability to manage confidential information with integrity and discretion, applying strong judgement and ethical practice.

## **Job description**

### ***International HR Operations Team Assistant***

#### **Experience**

- Previous experience of providing comprehensive administrative support to a busy HR and/or Recruitment team
- Proven experience of successfully working to tight deadlines
- Proven experience of managing a high volume of diverse queries
- Previous experience of regularly using an HRIS such as Ceridian/DayForce
- Previous experience of using Microsoft package features, including the regular use of Word, Excel, PowerPoint and SharePoint