

Job Framework:

Associate Director of Strategic Operations & Special Projects



General role information	
Job Title:	Associate Director of Strategic Operations and Special Projects
Reporting to:	VP & Chief Operating Officer
Salary Band:	BG 11
Notice period:	3 months
Career Band:	11
Budget Responsibility?	Yes
Direct Reports?	Yes
Client facing role?	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 (PAC), we are committed to delivering compassionate, affordable, high-quality services for all.</p> <p>Today, our organisation has almost 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>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>You will provide critical support in the areas of strategy development, thought leadership, operational guidance, technical leadership, risk mitigation and management as well as capacity strengthening to drive business integrity and year on year growth in access to high-quality contraception and PAC services in MSI's largest international country programme, MSI Nigeria (MSIN).</p> <p>Funded by a complex portfolio of donor grants approaching £20 million GBP in value, MSIN delivers one third of MSI's global contraceptive impact in Africa, via 34 Outreach teams, 680 MS Ladies and 5,300 Government health facilities reaching almost 5 million clients a year. MSIN also provides a range of reproductive and sexual health (RSH) services from its network of six commercially orientated, high quality centres and sells a range of RSH products via its rapidly growing Social Marketing (SM) business that supports over 450K women a year to access PAC products and generates more than £2 million GBP in sales income.</p>	

All MSI Reproductive Choices job framework is 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 Reproductive Choices recruitment process, please do so via email to recruitmentinbox@msichoices.org

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Under the guidance and supervision of the COO, and in partnership with the MSIN Country Director, you will ensure that MSIN continues to deliver quality at scale and that it is an organisational leader in demonstrating MSI's internal standards for service delivery, operational excellence, client-centred care, governance, compliance, project and financial management.

You will be responsible for managing the operational and programmatic support cluster for MSIN and for galvanising the necessary support from MSI's global support functions to ensure that MSIN has the capacity and ability to meet and exceed their annual performance targets and deliver their Strategic Plan.

Key Responsibilities

Key Responsibilities include:

- Together with the MSIN Country Director, set the strategy for achieving 2030 objectives for all business units and channels.
- Working closely with the MSIN and Strategic Operations team, lead the annual business planning process, ensuring BPs reflect the strategic direction of travel for the country, align with available donor funding and sales/service income projections and represent a contribution to the wider partnership that can be relied upon, barring any extreme unexpected circumstances.
- Analyse monthly performance against key indicators for the Pillar 1 channels as well as the country's Centre network and Social Marketing channels. Chair and facilitate Month End Reviews (MERs) with the country programme (incl Social Marketing) and support the CD to prepare and present the Month End Reviews to the COO.
- Ensure the development, collation and development of all necessary performance reports and tools that provide detailed visibility of progress and risk and help country programmes stay on track in meeting annual targets across all Pillars.
- Support the Country Director and COO in proactively detecting, monitoring and managing programme risks and identifying early warning signs of operational and other challenges that could endanger the performance of the country programme and the achievement of country targets.
- Ensure the country programme continues to deliver high quality, client-centred services in its centres with a focus on enabling access to SA/PAC services, alongside a remit to be financially self-sustaining, relying wholly on service income to operate. Closely analyse and monitor performance against KPIs and support MSIN team to ensure its Centre network is leading the way organisationally and informing the evolution of global standards.
- Work closely with the CD and SM Director, to support the sustainable expansion of MSIN's SM operations and the delivery of BP commitments in line with agreed building blocks for success. Co-chair weekly sales performance calls, chair the monthly SM MER meeting, ensure MSIN leadership is closely monitoring and accurately forecasting stock levels to minimise risk of stock-outs and co-facilitate monthly Demand Planning meetings with the global supply chain team. Review sales and financial performance, identify any risks and ensure action plans are in place to address as necessary. Support team to monitor secondary sales performance and make data-driven decisions using SORT and facilitate technical support from the Global Social Marketing team as needed, ensuring the country team are optimising global tools and guidance as contributing to the development of global best practice.

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- Work closely with the MSIN Senior Leadership team to identify and seize opportunities for improvement and capacity strengthening.
- Proactively support the CD and MSIN Leadership team to ensure that existing operations and growth are always underpinned by the maintenance of high quality in the areas of clinical standards, client-centred care, AQI, data validation, governance and effective project and grant management
- Lead biannual Risk and Governance review meetings with the country leadership team and closely monitor and support compliance with MSI's governance requirements incl. data validation, Anti-Fraud & Bribery and internal audit.
- Ensure the COO is kept informed of country programme support needs and facilitate the delivery of necessary support.
- Direct line management responsibility for the Regional Programmes Manager (RPM). Provide regular guidance, support, motivation and appreciation to ensure they are both effective and confident in their role.
- Support RPM and country programme in the effective implementation and management of donor-funded projects, ensuring that robust mechanisms are in place to monitor progress against deliverables; any areas of under-performance are proactively addressed; spend V budget and monthly balance-to-go forecasts are systematically reviewed and communications and relations with all relevant donor teams are strong.
- Contribute to new business develop strategies and appropriate proposal development, including design input. Lead the RST review of concept notes and proposals, budgets, workplans and results frameworks to ensure they are robust and of a high standard. Identify any design or budgetary risks and ensure these are resolved prior to submission.
- Foster and encourage inter-departmental collaboration and relationships based on trust at both country and GSO levels and engage and galvanise global support teams to secure support for MSIN as necessary.
- Initiate and inform organisational cross learning and opportunities to develop and improve business processes or systems; represent International Operations and/or the country programme in relevant working groups and project teams and ensure that lessons learned and innovations from the countries are incorporated into global learning and help refine MSI's technical guidance and service delivery strategies.
- Support the COO to manage and implement special projects to support International Operations to successfully contribute to the delivery of MSI's 2030 strategy

Key Skills

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

- Highly developed organisational skills to drive complex change.
- Comfort working autonomously at a senior leadership and strategic level.
- Very strong analytical skills
- Highly developed relationship development, communication (oral and written) and influencing skills.
- Highly developed problem solving, diplomatic, networking and negotiation skills.
- Demonstration of 'making things happen', operating at pace and delivering effectively through others.
- Ability to anticipate, identify and address emerging support needs or gaps.

- Ability to align programmatic development with strategic objectives.
- Capacity to constructively challenge established ways of working to better meet needs of country programme and work collaboratively to identify and initiate improvements.

Key Experience

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

- Demonstrable experience in developing strategy and implementing change that delivers growth in business objectives
- Proven experience managing diverse teams and in performance management.
- Proven senior management experience at headquarters and field level of complex international organisation.
- Proven experience of driving impact, quality and sustainability in international programmes and improving operational standards
- Demonstrable ability to thrive in a matrix management environment.
- Highly developed interpersonal and communication skills including influencing, negotiation and coaching and management of junior staff.
- Excellent project management skills related to organisational development projects and international, cross- functional teams with a proven history of delivering results
- Experienced in facilitation and team building skills
- Experience of solving complex issues through analysis, definition of a clear way forward and ensuring buy-in from the necessary stakeholders

• Formal Education/qualification

- Educated to degree level
- Relevant post-graduate qualification e.g. MBA, MSc, MA (desirable)
- Project Management Training (desirable)

• 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:

- Has energy, drive and unwavering commitment for MSI's mission, with the ability to push boundaries, and make tough decisions and challenge others in line with our mission.
- Is passionate about our clients and strives to consistently meet and exceed expectations, putting the clients at the centre of everything, and ensuring we deliver high quality, high impact services that meet their individual needs.
- Is highly motivated with the ability to motivate and develop the skills of the team and inspire individuals and teams through situational leadership and by providing clear direction.

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- Works as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.
- Is able to influence key stakeholders at all levels both internally and externally within the Organisation and act as a true MSI ambassador.
- Has a commercial mind-set, understanding the levers for profitability for success within the marketplace. Focuses on results, ensuring long term sustainability and increased impact.
- Takes accountability for the decisions made and the behaviours demonstrated.
- Leads by example and role models MSI's expected behaviours and values.
- Is aware of the emerging developments within our sector, with the ability to focus and articulate a vision of the future which inspires and excites others, while understanding the detail and looking for the evidence.
- Demonstrates the highest levels of integrity, and a strong ethical sense.
- Has knowledge and experience of Africa essential (specific Nigeria experience preferred).
- Is able to travel to country programme at least twice annually and to join international workshops and meetings if required.

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.

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

Full Name:

Signature:

Date: