

General role information

Job Title:	Evidence & Impact Advisor
Reporting to:	Head of Research & Innovation
Salary Band:	BG7
Notice period:	3 months
Career Band:	7
Budget Responsibility?	NA
Direct Reports?	NA
Client Facing Role?	NA

About MSI Reproductive Choices

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.

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-centered 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.

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.

MSI Reproductive Choices 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.

The team

The Evidence and Impact (E&I) team, part of Technical Service Department (TSD) at MSI, is a valued strategic source of technical leadership and support in producing, interpreting, and using high quality evidence to fulfil MSI's mission, as described in [MSI's 2030 Strategy](#). The E&I team is tasked with supporting MSI country

programme teams to utilise routine data to generate insights and learnings to improve programme performance.

Across all work, the E&I team strives towards:

- **Impact** – ensuring evidence and insights drive scale, quality, and sustainability of MSI programming across all country contexts and service delivery channels.
- **High quality** – research studies are ethical, methodologically robust, strategic, and evidence is effectively disseminated to improve sexual and reproductive health and rights outcomes.
- **Collaborative** – studies conducted in partnership with country programmes and other external research groups to ensure analytical and research experience and skills sharing and maximum evidence utilisation.

The role

Evidence & Impact Advisor – (client insight focus)

A strategic analytical professional responsible for managing client experience assessment through annual Client Exit Interview surveys; providing technical data-driven insights to support programming, fundraising, grant management, and advocacy efforts.

This is an exciting opportunity for an early-career public health analyst or researcher looking to apply their skills in survey management, data analysis, and research design and dissemination while making a tangible impact on global SRHR programs. As part of the E&I team, you will have the opportunity to work across all departments at MSI and will be collaborating with team members with a wide range of technical expertise and experience, keen to support your professional development. If you thrive in a dynamic, mission-driven environment and are eager to translate research into action, we would love to hear from you!

Please note that you may also be required to carry out reasonable additional ad-hoc duties.

Key responsibilities

1. Delivering operational insights through data analysis, modelling, and evaluation of interventions to drive informed decision-making (50%)

- Produce quantitative and qualitative analysis, dissemination and embedding of evidence to inform MSI programmes, as well as the broader sector, for improved SRHR outcomes.
- Review and help finalise (with support from other E&I team members, as needed) annual and project-specific Monitoring, Evaluation, Learning & Accountability (MEAL) plans and log frames, aligning to global indicators where possible, and ensuring plans are adequately budgeted and resourced for implementation.
- Provide quantitative impact and value for money analytics and assessments.
- Collaborate with MSI cross functional teams on providing specific analyses as requested
- Undertake or arrange for analysis and report writing to be undertaken in line with internal operational learning objectives and/or MSI's 2030 Research & Learning Strategy. This may require co-ordination - and at times lead - strategic research studies and evaluations.

2. Client insights lead. Lead the end-to-end coordination of MSI's annual Client Exit Interviews (CEI) to drive meaningful and actionable insights related to client profiles, marketing approaches, service accessibility, client experience, and quality of care (30%)

- Prepare and update CEI survey materials, protocols, and data collection tools for ethical review approval
- Develop resource packs and training materials for country research teams, including facilitation of webinars to support implementation
- Establish and manage data systems using KoboCollect/ODK, assist with country-specific questionnaire refinement, and oversee data cleaning processes
- Validate survey metrics, conduct internal consistency checks, compare CEI data with HMIS data, and assess validity of scales and indices
- Update internal dashboards (PowerBI), analyze datasets to generate insights, and support country teams with data interpretation and action planning
- Disseminate findings through presentations, webinars, reports, conference submissions, and peer-reviewed publications
- Provide CEI analysis support to global fundraising and donor management teams for reporting and relationship management
- Support the MSI global fundraising team and donor grant management team with requests on CEI analysis for routine donor reporting and to support new fundraising and donor relationship management.
- Maintenance of relevant client insight tools and protocols.

This requires developing a deep and wide skill set in using MSI CEI data analytics tools and in survey design; appreciation of the client journey across MSI channels (outreach etc). and strong, confident, ability and skill in sharing results that are rich in operational implications.

3. Support sustainable RME capacity development in designated country teams in data literacy, analysis, data visualisation and study design and implementation by coaching by doing (ie. take live questions and challenges and run analysis and coach countries to replicate (20%))

- Function as a technical advisor to a select number of MSI Country Programmes in Africa or Southeast Asia, providing direct analytical support on a range of research, monitoring, and evaluation (RME) activities at the country programme level including documentation of programmatic learnings and insights. In some instances, coaching by doing and in other instances, reviewing work.
- Co-develop, review, support and provide ongoing support to priority research and learning projects in countries to ensure generation of actionable insights for operations and fundraising.

This requires a strong ability in being able to take complex data sets and turn into insights and implications and a high willingness to transfer these skills to others. Good communication and a passionate desire to see data and analysis turned into action.

Please note that you may also be required to carry out reasonable additional ad-hoc duties.

PERSON SPECIFICATIONS

Skills & Experience

This is a specialised role that requires a strong understanding of applied health research design and implementation, ideally with knowledge and previous experience of survey design and implementation, within a healthcare setting. This role is a good fit for someone with experience working cross-culturally and/or in multi-stakeholder teams, as well as with experience in monitoring and evaluation for donor reporting. This role also requires deep analytical skills for turning large data sets into meaningful, useful data for programmatic decision making.

Essential skills & experience

- **Quantitative Data Analysis:** Strong analytical skills, including experience working with survey data and large complex datasets, performing statistical analysis, and using tools such as Stata, R, SPSS, Microsoft Excel, or Power BI.
- **Project Management:** Ability to effectively manage multiple research projects, timelines, and stakeholders, ensuring deliverables are met efficiently.
- **Research Coordination & Management:** Experience designing and managing large-scale applied health research studies (both qualitative and quantitative), including ethical approvals, data collection, and quality control.
- **Communication & Dissemination:** Excellent verbal and written communication skills with experience translating research findings into actionable insights through reports, presentations, and data visualizations, including with the ability to convey complex concepts in plain English to non-technical audiences. **Data Storytelling:** Skill in translating complex data analyses into clear, compelling narratives for various audiences.
- **Stakeholder Engagement:** Ability to collaborate with diverse teams, including country program staff, researchers, and external partners, to drive evidence-based decision-making. Experience with project management or cross-functional (matrix) team working is desirable.
- **Attention to Detail:** Experience ensuring high standards in research design, data collection, and analysis, with a commitment to ethical research practices.
- **Drive for Results:** Curious, proactive, and passionate about how data can be used to improve performance and outcomes; challenges the status quo to identify and implement innovative approaches.
- **Ability to Prioritise & Work Under Pressure:** Highly comfortable working within tight deadlines, working across multiple projects simultaneously, shifting priorities, and balancing the needs of diverse stakeholders in a fast-paced environment.

Desirable skills & experience

- **Survey Management:** Experience designing and managing large-scale surveys, including ethical approvals, data collection, and quality control.
- **International Ethical Review Boards Submission:** Experience with research protocol development and submitting to accredited international or nation ethical review boards,
- **Sexual & Reproductive Health and Rights (SRHR) Knowledge:** Understanding of key issues in global SRH, including service accessibility, quality of care, and client experience.

- **Experience Working in Cross-cultural and Multi-stakeholder Teams:** Prior work or research experience in LMICs, particularly in Africa or Southeast Asia, is an advantage and/or experience working cross culturally and providing technical support to remote teams and in providing technical research assistance and training to staff, including non-researchers, in resource constrained settings
- **Qualitative Research Skills:** Experience conducting or analysing qualitative research (e.g., interviews, focus groups) to complement quantitative findings.
- **Experience with Mobile Data Collection Tools:** Familiarity with platforms such as KoboCollect, ODK, or SurveyCTO for digital survey administration.
- **Dashboard Development in Power BI:** Experience designing and maintaining interactive dashboards to visualize data and support decision-making.
- **Donor-Focused M&E and Proposal Development:** Practical experience in developing donor monitoring & evaluation (M&E) log frames, designing evidence-based proposals, and using data to develop compelling cases for funding.
- **Capacity Building & Training:** Experience supporting teams in data literacy, research methodologies, or monitoring & evaluation.
- **Publication & Conference Contributions:** Experience publishing in peer-reviewed journals or presenting research at conferences.

Formal Education & Qualifications

- Master's Degree, or higher, in public health research, statistics, economics, epidemiology, demographics, health sciences or related discipline - *Essential*
- Proficiency in French highly desirable - *Please state level in application.*
- Additional qualification or formal training in research design, biostatistics, epidemiology, impact evaluation, or data visualisation such as with PowerBI - *Desirable*

Personal Attributes

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. 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.

If you are inspired by doing work that directly impacts those most in need, MSI could be a good fit for you. MSI is a fast-paced service delivery organisation. Tangible results are fundamental, and you can directly contribute to them.

For this role, we are looking for an individual who is:

- **Pro Choice.** Energy, drive, and passion for purpose and MSI Reproductive Choices' mission, able to inspire others with the MSI mission.
- **Curious and passionate in wanting to get the best from data to turn into insights that create meaningful action.** able to analyze data effectively, identify relevant insights, and use them alongside business context to make smart data-derived decisions quickly. Making sure that data is not trapped in siloes but widely shared

- **Enjoy sharing and coaching team members.** Have a skill-build “mindset” that values the transfer of skills to country team members.
- **Client and customer focus** –appreciates global roles are to support country teams any way we can.
- **Enjoy challenging the status quo** and contributing to brainstorming and developing new ideas.
- **Enjoy building relationships** quickly and effectively with team members and stakeholders at all levels
- **Strong self-starters** with initiative-taking attitudes
- **Supportive of MSI as a “social business”**
- **Flexible attitude** towards working in a fast-changing operating environment. Empathetic, patient, and thoughtful, even in high-pressure, stressful situations.
- **Able to travel internationally:** 1-3 international trips of 1-2 weeks a year.

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.

Signature

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

Full name:	
Signature:	
Date:	