

# Job Framework:

## Associate Director of Application Services



General role information	
<b>Job Title:</b>	Associate Director Application Services
<b>Reporting to:</b>	Chief Information Officer (CIO)
<b>Salary Band:</b>	BG-11
<b>Notice period:</b>	3 Months
<b>Career Band:</b>	
<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 Team	
<p>The Global Information Services (GIS) team's vision is to support the MSI mission with effective value for money digital technology. We partner with the 37 MSI countries to deliver a portfolio of high quality digital and technology products and services, which compliment local technologies.</p> <p>Our products include applications for front line clinical service delivery, contact centres and digital client engagement, group finance and business intelligence, websites, collaboration tools (M365 suite), cyber security and networking, amongst others. Our services range from helping to specify and select new technology, through to delivery, embedding and ongoing support.</p> <p>Our global team is based in the UK, Ethiopia, Ghana, Kenya, Malawi, Uganda, Senegal, Zimbabwe and South Africa with major hubs in London, Bristol and Nairobi.</p>	

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### The Role

Reporting to the CIO and a key member of the Global Information Services (GIS) leadership team, the Associate Director of Application Services will have considerable global strategic and people management responsibilities as we strive to successfully deliver our ambitious global digital & technology strategy.

This role manages a sizable portfolio of MSI global applications, including operational front-line applications used by MSI teams in the field, back-office applications for instance our group finance solution, and business intelligence / enterprise reporting platforms. Up to 35 MSI countries rely on these products to manage their day-to-day operations and enable thousands of clients to receive critical healthcare services through diverse channels, including maternity hospitals, clinics, mobile outreach teams, commercial sales operations, and supported by our contact centres.

The application portfolio comprises a blend of custom / bespoke apps developed specifically for MSI, and commercial package enterprise software solutions. It is critical the Associate Director of Application Services can manage both packaged and custom products.

Bespoke applications include our Electronic Health Records system (EHR) used in 160 maternity hospitals and large centres in 14 countries, and our CLIC+ system used in smaller clinics and by outreach teams in 20 countries. Commercial package software includes predominantly Microsoft Dynamics 365, where we have several key uses including for fundraising and as the CRM in our contact centres. Infor SunSystems 6.1 is our global accounting platform, and Azure/Power BI are critical for business intelligence and reporting. It's an exciting time to join the team, as work is starting to modernise and transform our back office, with new budgeting planning & forecasting software and ERP.

Responsibilities of the Application Services team span the full application lifecycle, from initial project scoping and development through to ongoing application management and support, strategic roadmap creation, and continuous enhancement to ensure alignment with MSI's mission-critical operational needs.

Excellent stakeholder engagement is key to this role, requiring exceptional relationship development skills with senior leadership across multiple levels and geographies. Interactions will involve MSI Country Directors, global executive team, and potentially the global board. External engagement is also critical, with responsibilities extending to managing relationships with third-party software suppliers, engaging with technology providers, and ensuring MSI is sharing with and learning from iNGO sector peers. Strong collaboration across the rest of the GIS department and other global functions is required to successfully land major projects. Collaboration with the medical team is particularly critical, to help ensure clinical applications align to latest good practices and help to support clinical safety.

The role offers flexibility, with the opportunity to be based in any MSI country programme supported by a hybrid office/remote working model and occasional exciting international travel opportunities to regional hubs in UK, as well as Nairobi, Accra, and Addis. This position represents a unique opportunity to drive digital innovation in a global healthcare setting, supporting MSI to deliver impactful, mission-driven services across multiple countries.

### Key Responsibilities

#### *Associate Director of Application Services*

- Provide strategic technology leadership across the global portfolio of MSI applications and business intelligence solutions, to ensure that across the application lifecycle, these solutions

best meet evolving mission needs and support the MSI 2030 strategy, and our users globally receive excellent support.

- Lead and develop a diverse, cross-functional applications team of 15+ professionals across multiple countries, time zones, and cultural contexts, fostering a unified, high-performing team.
- Oversee all aspects of development, delivery and support for multiple MSI applications including bespoke in-house developed apps used by operational teams, and commercial off-the-shelf technologies within our back office, for instance Enterprise Resource Planning software (ERP).
- Communicate and partner effectively with senior stakeholders in MSI countries, other MSI functions and teams within GIS to deliver required benefits/outcomes for our customers.
- Lead the delivery and ongoing management of MSI's global data warehouse, which is connecting source applications to create an Azure/PowerBI based self-service analytics ecosystem, enabling data-driven decision-making across the organization.
- Manage the finance applications support team, ensuring robust service delivery within agreed SLAs across 35 countries of operation, with comprehensive supplier management to guarantee 24/7 system availability and operational continuity.
- Drive the global scale up of key applications and introduction of new solutions in partnership with our Digital Transformation team, ensuring more country programmes benefit while navigating localisation, culture and language challenges.
- Develop a solid appreciation and understanding of MSI business processes which are supported by the portfolio of global applications, and the data models which underpins these, including operational and clinical areas, with a passion for improving client outcomes through technology.
- Drive the adoption of integration technologies to improve organisational efficiencies by connecting siloed applications and joining up key business processes across process domains.
- Provide technology guidance and advice to countries, take responsibility for the provision of technical assistance services and work with the Digital Transformation team to translate country requirements into solutions that deliver the necessary outcomes and benefits.
- Develop and manage third-party strategic partnerships for instance with software providers, ensuring value-for-money for MSI for the products and services they provide. Leverage new 3<sup>rd</sup> party supplier relationships in Africa as required, for instance local Microsoft resellers.
- Be prepared to travel to MSI countries to understand context and ensure effective stakeholder relationships.
- Ensure applications are developed/configured to the highest security standards, to protect MSI critical data assets.

### ***GIS Africa Team leadership***

- Whilst the GIS team is organised functionally, the Associate Director of Application Services will provide regional leadership to all the GIS team members based within Africa, in close partnership with other GIS Associate Directors and the CIO.
- This will include working across teams to develop a high performing and effective organisational culture within Africa which delivers excellent global support to internal customers and is cohesive with wider GIS operations.

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- More specifically, the role will develop the strategy, and ensure the service portfolio, operating processes and ways of working are operating effectively within Africa in line with global practices and manage the budget for GIS Africa regional initiatives as required.
- They will play a central role in key regional recruitment, onboarding, mentoring, ongoing professional development and wellbeing for all Africa based GIS colleagues.

### Key Skills

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

- Proven leadership skills, able to develop and motivate staff to perform to the highest level, including management of distributed teams and different cultures.
- Skills and/or certifications in Microsoft technologies, including Dynamics 365, Microsoft 365, Azure, Modern Data Warehouse, Power BI and Microsoft integration technologies such as Azure integration services.
- Background experience in development programming languages, in particular C#, SQL and .Net, to be able to oversee and quality assure the development work of the team and/or 3<sup>rd</sup> party suppliers.
- Ability to deploy appropriate methodologies, techniques and approaches to successfully develop and implement digital technology, including deep understanding of effective project management, change management and business analysis.
- Skills in core business processes which will likely include Finance and Operational business processes.
- Fluent in business English, both written and verbal.

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

- Additional language skills, for instance French, Spanish or local/regional African languages.
- Knowledge of the healthcare sector and/or fundraising/grant business processes / supporting technologies.
- An understanding/knowledge of cutting-edge advances in technology such AI and Blockchain.

### Key Experience

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

- Demonstrable experience in business models and digital technology in African countries, ideally within a healthcare space.
- Experience in developing digital and technology strategy to enable organisational strategy within operational and back-office domains.

- Demonstrable experience of managing all aspects of business applications such as enterprise resource planning (ERP), customer relationship management (CRM) apps, and bespoke operational applications, acquired through multiple full project and application lifecycles.
- Experience in working effectively at all levels in the organisation, both with business and technical stakeholders and 3rd party vendors, and up to exec and board level.
- Experience with data and business intelligence / enterprise reporting solutions and supporting data models / approaches.
- Experience of creating new teams and developing a high performing team culture to successfully deliver on strategic objectives.
- Strong leadership, management, and customer service skills, and excellent analytical, problem-solving, and communication skills.
- Strong financial management skills and experience managing budgets up to USD 500k annually.
- Highly motivated, passionate about innovation and technology, and enthusiastic to work as part of a small, agile, ambitious team.
- Ability to steer, motivate and manage a team.
- Ability to drive ambitious objectives into clear goals and tasks.
- Open and clear communicator, excellent networking skills including across cultures.
- Quick learner; strong business acumen and management skills.
- Be based in any MSI Africa country programme.

### Formal Education/qualification

- Education: BSC, preferably in Computers Science or tech related fields.

#### Optional qualifications:

- Technical qualification in an appropriate field or qualified by experience
- International certification (ScrumMaster, ITIL, PRINCE2 or equivalent)

### 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:

- Pro-Choice on abortion and committed to MSI's mission

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- Able to empathise with and build customer 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.

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

**Full Name:**

**Signature:**

**Date:**

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