

Job Description:

Team Assistant

General role information	
Job Title:	Team Assistant
Reporting to:	VP TSD Director
Salary Band:	BG5
Notice period:	1month
Budget Responsibility?	No
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>At MSI we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. We provide high-quality contraception, safe abortion and post-abortion care services, and work with advocacy to create an enabling environment for safe access for all. All our team members, working across 37 countries, are working together towards our vision that no abortion will be unsafe by 2030. It is essential that all team members at MSI share this vision with us, whatever their role within the organisation. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.</p> <p>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.</p>	
The department/team	
The Technical Services team charged with designing, developing & evaluating new service models and solutions; best practices for deployment by the country teams.	
The role	
Provision of pro-active administrative and business support to the Technical Services Team & Vice President of team. The role includes undertaking a wide range of administrative assistance that enables the team to work efficiently and effectively and to ensure smooth running of the VP's office.	

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Key Responsibilities

1. Effective team administration & support managing travel and meetings for team (35%)
2. Financial administration: raising purchase orders and allocating costs against appropriate cost centres and timesheet management and reporting (20%)
3. VP support: ensure VP is prepared for meetings and travel (15%)
4. Knowledge management: managing content and access requests for MSI's Intranet pages MoreTogether using the 0365 platform (30%)

Effective team administration & support managing travel and meetings for team

The TSD team is highly dynamic (c 25 people) traveling intensively to a wide range of international locations (from Afghanistan to Zimbabwe). Meetings can vary from simple Teams calls to more complex, large multi-national groups set in overseas locations & webinars.

- Assist all TSD team members with their travel itineraries; including: obtaining relevant travel visas and associated documentation, obtaining air tickets and arranging accommodation as well as internal UK travel as appropriate. Ensuring all travel Terms of Reference/trip reports are circulated and stored in MSI intranet filing system
- Assist with the logistical arrangements for large full team events such as off-site meetings – booking venues/catering/activities etc. or organising webinars; inviting external participants; reminding team of deadlines)
- Induction of new starters into TSD processes ensuring smooth onboarding
- Maintaining and updating the departmental diary tracker (recording both leave and travel) and sending reminders for weekly completion
- Ordering of office stationery and supplies as appropriate.
- Undertake ad-hoc meeting arrangements on behalf of TSD team heads

Financial administration: raising purchase orders and allocating costs against appropriate cost centres and timesheet management and reporting

Effective management of spend is a pre-requisite for the organisation. All TSD departmental purchases must be managed efficiently and effectively so that purchase orders are raised, tracked and suppliers paid on time (working with a wide range of complex systems and processes). The MSI time sheet system allocates costs to projects and needs to be maintained with a high level of discipline and proactive follow-up.

- For all TSD raising purchase orders electronically, goods receipting and processing payments following up on payment / PO queries and any anomalies. Proactively liaising with the appropriate TSD & donor teams to address cost coding
- Liaising with the appropriate finance teams to set up new suppliers on the system.
- Contracting support for suppliers (consultants, preferred suppliers, research partners, design agencies) (creating contracts, due diligence paperwork, etc.)
- Provide team members with advice on cost centre and donor funding codes; as well as providing information on the appropriate sources of funding available to and the relevant codes. anomalies.
- Undertake monthly salary costs coding and advise team members accordingly as to what hours can be allocated on their timesheets.
- Manage Evidence & Impact team coding and administration for managing the Ethics committee

VP support: ensure VP is well prepared for meetings, travel and support staff administration

This requires working closely and collaboratively with all members of the TSD team, especially Team Heads to ensure they understand and meet deadline requests.

Job Description:

Team Assistant

- Handle logistics such as travel (UK & International), VISAs and accommodation; organise meeting materials
- Ensure key meetings have agendas in advance and materials added to meeting agendas, liaise with attendees to ensure good preparation
- Set up meetings as requested and work closely and collaboratively with all members of the TSD team, especially Team Heads to ensure they understand and meet deadline requests
- Diary & invitations: Inform the VP/Director of any urgent items to address and prepare VP
- Work closely with other Team Coordinators and key external contacts to co-ordinate schedules and meetings
- Checking VP direct report team member expenses claims are completed correctly

Managing content and access requests for MSI's Intranet pages MoreTogether using the 0365 platform

TSD uses a digital communications system to ensure information is effectively disseminated, the Office 365 platform. To be effective as a solution it requires being up to date with news stories; distribution group management, loading files and is proactively managed & championed. A desire to help utilise the power of digital communications and be a "power user" and want to write stories that showcase our work is a key requirement for success.

- Proactively generate stories for MoreTogether. This involves playing an active part of the team and listening and finding opportunities. Operate as "power user" for MoreTogether so can update pages as requested by team heads and assist in the maintenance of departmental Outlook distribution lists; One Drive folders and global community group pages.
- Be trained in various software packages to be able to design animations and graphics to support "story-telling" of TSD work and support development of training materials.

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: **Essential:**

- A highly effective communicator both written and verbal in English
- Good numeracy and literacy skills
- Strong Competency in the following Microsoft Office packages
 - Outlook (advanced), Excel (intermediate), Word (advanced) and PowerPoint (advanced) Office 365 suite (advanced)
 - Training will be provided for Vyond animation packages
- Highly organised and structured way of working that enables effective work prioritisation. Ability to effectively focus on tasks at hand as well as able to multi-task and prioritise changing and conflicting priorities
- Excellent attention to detail
- Working collaboratively and fostering a knowledge sharing culture

Key Experience

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

Essential

- Experience working as a team assistant, team co-ordinator, or equivalent
- Experience of providing high level admin support to a large, fast moving team working ideally for an international organisation where need to manage different time zones
- Experience of Microsoft Office packages: Outlook, Excel, Word and Powerpoint as well as Office 365 suite.AV/VC conferencing
- Good experience of raising purchase orders electronically and undertaking similar financial related work
- Experience of arranging sometimes complex international travel including organising visas for multiple countries and working under tight deadlines
- Experience of working with multiple calendars for scheduling meetings and travel

Ideally,

- Some experience in writing short articles, liaising with communication teams.
- Articulate, Vyond and Kaya learning digital learning tools.
- Structuring, storing knowledge assets

Personal Attributes

MSI is dedicated to equal opportunity for all and recognises that every individual is unique. Whilst we always seek to embrace individual differences and celebrate the diversity of our workforce, we also want to ensure that every team member is suited to their role and that they are given the best opportunity to succeed. The personal attributes described below have been developed in accordance with the job description and other contextual factors relating to the role and are considered **essential**.

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

- Pro-Choice
- A confident self-starter, proactive with the motivation and desire to find solutions to problems and able to work on own initiative (as many team members travel or are out of office)
- Outgoing, warm, positive attitude and willingness to sometimes 'go above and beyond' when needed
- Enjoy working in a diverse and inclusive environment, respecting and collaborating with all individuals equally and with a commitment to overcome bias and prejudice.
- Flexible and adaptable and can deal with ambiguity comfortably
- Calm under pressure
- Able to easily be in the MSI London office 2 days a week as minimum.

Signature

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

Full name:

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Signature:	
Date:	

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