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| **General role information** | |
| **Job Title:** | Head of Operational Insight and Learning |
| **Reporting to:** | Director of Evidence & Impact |
| **Salary Band:** | BG10 |
| **Notice period:** | 3 months |
| **Career Band:** | BG10 |
| **Budget Responsibility?** | No |
| **Direct Reports?** | Yes - 4 |
| **Client facing role?** | No |
| **Introduction:** | |
| **About MSI Reproductive Choices**  MSI Reproductive Choices is a global leader in sexual and reproductive healthcare, driven by the belief that everyone deserves the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are dedicated to providing compassionate, affordable, and high-quality services for all. Access to reproductive choice is transformative—it can empower someone to complete their education, build a career, care for their family, and ultimately shape their own future. At its core, reproductive choice fosters a fairer, more equal world.  Today, MSI has over 9,000 passionate team members working across 36 countries. Our success stems from locally led, entrepreneurial teams who are deeply committed to delivering client-centred care within their communities. As a social business, we prioritize sustainable, efficient funding and delivery models, ensuring that the women and girls we serve today will continue to have choices tomorrow.  **The Evidence and Impact Team**  As a vital part of the Technical Service Department, the Evidence and Impact Team provides strategic leadership and expert support in generating, interpreting, and applying high-quality evidence to advance MSI’s mission. Our team works closely with country programmes to harness routine data, uncover meaningful insights, and drive continuous programme improvement. We design and deliver strategic research studies and tailor evaluations to inform the development and scaling of innovations. Our goal is to power impactful programming and influence the wider SRHR sector through cutting-edge research, actionable insights, and evidence-led thought leadership.  Key areas of focus include:   * + Facilitating access to user-centred, operational data that informs evidence-based decision making and generates programme-relevant insights.   + Conducting rigorous evaluations to improve client experience and expand equitable access to SRHR services, particularly for historically marginalised groups—ensuring all studies are ethical, methodologically sound, strategic, and effectively disseminated to enhance programme outcomes.   + Fostering a learning and innovative culture that champions evidence-based practice across the sector and supports MSI’s fundraising goals.   + Driving scale, quality, and sustainability in MSI programming across all service delivery channels through evidence and insights.   + Promoting collaboration by conducting evidence generation in partnership with country programmes and external research bodies, strengthening analytical capacity and maximizing research impact. | |
| **The role** | |
| Lead MSI’s operational monitoring, evaluation, and learning agenda to ensure the systematic capture of programme insights and robust evidence generation that drives both improved programme delivery and supports future funding opportunities. | |

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| **Key Responsibilities** | |
| 1. **Strategic analytical and insight support to Operations, Channel teams**    * Lead the team in conducting quantitative and qualitative analyses to generate actionable insights that address critical operational and strategic questions, driving evidence-based decision-making across the organisation. Primary focus areas include outreach, public sector strengthening, and MS Ladies, with secondary focus on centres, maternities, and product social marketing.    * Oversee cross-cutting analyses on key thematic priorities such as adolescent and youth programming, post-safe abortion/post-abortion care, contraceptive access, and client experience to inform programmatic improvements and strategic planning.    * Provide country teams with expert support in data interpretation and evidence synthesis to guide effective programming decisions. 2. **Learning, knowledge sharing and sector thought leadership**    * Foster cross-departmental collaboration to promote knowledge sharing, ensuring evidence and lessons learned are integrated into future programme design and MSI’s “success models.”    * Monitor global best practices and innovations in SRHR service delivery, translating relevant insights into clear, actionable guidance for MSI’s operational teams to drive adoption and improvement.    * Contribute MSI’s evidence to global guidance by collaborating with key partners (e.g., WHO, FP2030) and actively participating in sector-wide knowledge exchange.    * Disseminate MSI’s evidence externally through diverse strategic platforms, including internal and external webinars, case studies, evidence compendiums, and other communication channels.    * Support MSI’s fundraising efforts by providing evidence-based insights that strengthen donor proposals and guide strategic investments.    * Develop and maintain systematic learning capture processes and evidence libraries to ensure insights are accessible and effectively utilized. 3. **Donor Monitoring & Evaluation & Learning reporting excellence**    * Lead the team to deliver donor MEL reporting and learning outcomes, ensuring submissions are timely, accurate, and compelling.    * Develop and maintain monitoring frameworks aligned with diverse donor requirements, including logframes, theories of change, and evaluation plans for new proposals.    * Design and support monitoring systems and dashboards that provide real-time programme performance data to inform decision-making at country, regional, and global levels.    * Establish evaluation protocols and oversee programme assessments to ensure rigorous and consistent evaluation practices.    * Establish evaluation protocols and oversight processes for programme assessments 4. **Team Leadership & capability development**    * Lead and develop a team of MEL specialists and analysts to deliver high-quality data and insights, fostering a collaborative, high-performing culture aligned with MSI’s values and learning ethos.    * Oversee recruitment, onboarding, and continuous development of evidence and learning staff across the partnership, strengthening a sustainable and skilled talent pipeline.    * Serve as the primary technical lead for 2–3 country programmes, providing expert support across the MEL cycle—from logframe development to impact evaluation and reporting. | |
| **Key Competencies** | |
| **To perform this role, it is essential that you have the following skills:**  **Technical operational MEL**   * **Deep expertise in monitoring, evaluation, and learning (MEL)** methodologies, frameworks, and global best practices. * **Advanced skills in results-based MEL design**, including theory of change, indicator development, baseline assessments, impact measurement, and logframe development. * **Strong quantitative and qualitative data analysis skills**, with experience extracting insights from large datasets (e.g., DHS, PMA), and translating findings into actionable recommendations for diverse audiences. * **Proficient in statistical software (e.g., STATA, R) and Excel**, with applied experience in techniques such as Interrupted Time Series Analysis and multilevel regression. * **Skilled in using MEL platforms**, digital data collection tools, and data management systems to ensure efficient and high-quality data capture and reporting.   **Sector expertise**   * Deep knowledge in sexual and reproductive health programming/women’s health * Understanding of complex programme delivery across multiple channels (clinical services, digital health, advocacy etc. ) * Knowledge of proposal development processes and MEL component design for competitive funding   **Strategic analysis & Communication**   * Proven ability to distil complex data into clear, actionable insights for senior leadership and country programme teams. * Strong analytical thinking, with the ability to identify trends, patterns, and their strategic implications. * Excellent written and verbal communication skills, adept at tailoring messages for technical, operational, and executive audiences.   **Strong project management**   * Strong coordination and project management skills, with the ability to manage multiple concurrent deliverables and effectively prioritise a dynamic workload.   **Learning and capability building**   * Skilled in institutionalising knowledge through repositories, evidence libraries, and learning platforms. * Proven ability to facilitate cross-programme learning exchanges, communities of practice, and peer learning networks. * Experienced in developing practical learning products—such as case studies, practice briefs, and toolkits—that drive programme improvement. * Strong understanding of adult learning principles and ability to design effective knowledge transfer and capacity-building mechanisms. * Experienced in organising and facilitating learning events, workshops, and knowledge-sharing sessions.   **Team Leadership & capacity development**   * Exceptional ability to cultivate learning cultures that prioritise evidence-based decision-making and continuous improvement. * Strong mentoring and coaching skills to build MEL capabilities at both individual and team levels. * Skilled at creating safe, inclusive learning environments where challenges and failures are embraced as opportunities for growth and innovation. | |
| **Key Experience** | |
| To perform this role, **it is essential** that you have the following experience:   * **Minimum of 8 years' experience leading evidence generation in global health**—with strong insight into service delivery and programme implementation. * **Proven ability to lead high-performing teams** and manage complex, multi-country research initiatives and strategic partnerships, ensuring methodological rigour and relevance. * **Recognised thought leader**, with a track record of evidence dissemination, donor engagement, and influencing global SRHR discourse. * **Strong background in team and project management**, including budgeting, delivering high-quality outputs under pressure, and meeting tight deadlines. * **Demonstrated experience in building institutional knowledge systems**—such as evidence libraries, learning platforms, and embedded learning practices. * **Skilled in moderating virtual and in-person communities of practice** and facilitating knowledge-sharing environments.   **Desirable Experience:**   * Experience working cross-culturally and providing remote technical assistance and training—especially in low-resource settings and to non-research audiences. * Proficiency in qualitative research methodologies for addressing programmatic challenges. * Experience with modelling, cost-effectiveness analysis, and value-for-money assessments. * Understanding of AI applications in MEL, including predictive analytics and automated reporting tools. | |
| **Formal Education Qualifications** | |
| * Advanced degree in Public Health, Social Sciences, or related fields is essential. * Additional qualification or formal training in research design or impact evaluation desirable * Proficiency in French is highly desirable (please state level in application) * Additional qualification or formal training in research design, epidemiology or impact evaluation, data visualisation such as PowerBI; advanced excel skills - 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 is:**   * **Pro Choice commitment:** Energy, drive and passion for purpose and MSI Reproductive Choices’ mission and values. Ability and desire to inspire others with the MSI mission and values and highly supportive of MSI’s social business model. * Uncompromising commitment to quality and excellence in all MEL deliverables * **Natural evidence champion with a passion** for sharing relevant findings quickly and accessibly across the organisation and externally ensuring insights inform real-world impact * **Enjoy and confident in high-level presentations** and in stakeholder engagement * **Strong self-starter** with initiative-taking attitudes * **Effective at fostering collaborative**, high-performing team culture: Enjoy collaborating across different teams and sharing knowledge. Open-minded approach to diverse perspectives and contexts. * **Enjoy mentorin**g and building capabilities. * **Comfortable challenging** eg. sub-optimal research practices and driving quality improvements or difference of opinions and do this in a positive, constructive way. * **Intellectual curiosity**: curious about complex relationships between SRHR and broader global challenges and eager to explore innovative approaches * **Resilience & adaptability:** Flexible attitude towards working in a fast-changing operating environment. Empathetic patience and thoughtfulness even in high-pressure, stressful situations, working collaboratively to find solutions. Strong ability to manage multiple tasks and effectively prioritize workload. * **Committed to promoting equalit**y and safeguarding welfare of team members and clients * **Able to travel internationally** and work across time zones as needed. | |
| **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:** |  |