

Job Description:

Country Director - Zambia



General role information	
Job Title:	Country Director – Zambia
Reporting to:	Deputy Africa Director
Salary Band:	BG11
Notice period:	3 months
Budget Responsibility?	Yes
Direct Reports?	Yes
Client facing role?	Yes

About MSI Reproductive Choices

At MSI Reproductive Choices 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 and life-saving post-abortion care, we give women the means to do so. Our team members, working across 37 countries, provide affordable, high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.

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.

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.

The function

The International Operations function plays a critical role in the work of our country programmes which deliver family planning and safe abortion services to our clients around the world. It is responsible for ensuring that our programmes are positioned to deliver results, drive growth, achieve programmatic and operational excellence, are committed to implementing best practices at scale, while simultaneously adhering to core programmatic and operational standards.

The role

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The Country Director is responsible for delivering results for women and their families, driving programmatic excellence and implementing best practice at scale. They provide high quality services where they are needed the most, and their work directly contributes to preventing unnecessary deaths and making a sustainable impact on the lives of thousands of people every year.

The Country Director is a key leadership position responsible for the overall strategy, management (programmatic, financial, and administrative), and development of our national family planning and sexual and reproductive health (SRH) programmes. They lead skilled, professional country teams to deliver life-saving services through clinical centres, mobile outreach teams, social franchising and social marketing. In addition they are responsible for preparing and executing annual budgets, marketing plans and work plans; developing new business opportunities; overseeing financial, administrative and logistical resources; ensuring adherence to MSI minimum standards; and assuring quality operations in line with annual and long-term strategic goals and objectives. The Country Director manages for results, valuing and rewarding high performance, accountability, speed and efficiency and innovation, while keeping the client at the heart of everything we do.

The Country Director is MSI's senior representative in the country of assignment. They work closely with governments, donors and other key stakeholders to overcome barriers that prevent women and men from accessing safe, affordable, reliable family planning and other sexual and reproductive health services.

Experience (essential)

- International work experience – will have successfully worked in a senior management role in a different country (preferably developing countries) and will have had experience of growing the business
- Proven general management experience in operationally demanding and challenging environments (to include staff recruitment, training and supervision of teams)
- Proven experience of change management, including identifying required change, leading the change programme and ensuring change is embedded and sustained
- Designed and delivered strategic and annual business plans
- Experience of income generation through donor funding and/or commercial activities and in delivering proven results by making informed decisions with the use of management information
- Financial management experience, including internal controls and accountability: Ideally the individual will have managed a P&L; however, they will have definitely have experience managing and improving the bottom line
- Demonstrable experience of generating, tracking and analysing management information and client data to inform management decision-making
- Previous experience identifying and sharing best practice and encouraging innovation within dispersed teams
- Proven experience of building lasting relationships with key external stakeholders, e.g. government or donor stakeholders in order to deliver tangible results for the organisation (for example, previous fundraising success).
- Experience of business development including developing and writing compelling tender proposals

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- Board Management experience
- Experience of building a brand into a brand of choice (including experience in FMCG or other private sector experience)

Qualifications

- Educated to degree level
- Relevant post-graduate qualification e.g. MBA, MSc, MA (desirable)
- Project Management (Prince 2 desirable)

Key Responsibilities

Leadership

- Effectively lead and line manage the Senior Leadership Team (SLT) in Zambia, developing both individual and team capacity, providing clear strategic direction to managers and team members and enabling them to act and develop their talents.
- Work collaboratively with the Africa Regional Support Team (RST), enabling capacity building and sharing best practice within the region
- Provide inspiring leadership to create a shared vision across the team linking work of teams internally and internationally as one MSI.
- Lead MSI's vision and drive innovation and effectiveness through the cost-efficient management of the short, medium and long term plans; simplifying the complexity for themselves and others
- Instil a positive MSI management culture and social business approach across the team, constantly seeking feedback and continual improvement
- Improve operations by strengthening capacity, building high performance teams, identifying and promoting talent, managing performance
- Ensure human resource policy and processes and procedures are in line with best practice and local legislation

Ensure legal compliance of Zambia locally and in relation to MSI's obligations, representing Zambia's work to the Board and management of MSI and stakeholders in Zambia.

Business Planning

- Lead country programme strategic and annual business planning towards the goals set out in MSI's strategy 2030.
- Plan and implement strategies for delivering sustainable growth
- Position MSI as a sector leader contributing to national strategy and goals
- Deliver a comprehensive country marketing strategy and plan to build the brand of choice by using robust audience data, competitor analysis and other market data
- Deliver a robust business model ensuring the on-going growth of healthy income streams including innovative financing, earned income and more traditional grant resources

Strategy & Development

- Build and maintain strong partnerships with government, health professionals, businesses, peer agencies and the community
- Foster relationships with traditional and non-traditional donor representatives
- Develop new business opportunities
- Deliver an organisational structure that supports increasing efficiency of operations regardless of their funding modal

Quality Operations

- Lead the adoption of innovative solutions to improve productivity and increase effectiveness of delivery channels

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- Promote evidence-based decision making and support operational research to better understand our clients and barriers to access
- Ensure robust systems and processes are in place to support operations, drive productivity and deliver results
- Ensure clinical quality of care is maintained at all times; supports quality assurance processes and leads Medical Advisory Team meetings for continuous quality improvement
- Ensure complete donor contractual compliance at every stage of the project cycle

Finance and Governance

- Improve the bottom line through the following:-
- Revenue growth and optimising earned income from selected MSI outlets
- increased efficiency of operations and sound financial management
- Base strategic and annual business plans on accurate financial and statistical performance data
- Ensure strong financial management and robust internal controls are in place and that the programme adheres to local statutory obligations, MSI minimum standards and international development donor requirements
- Meet governance requirements of the country programme entity/entities, including duly registration of its activities.
- Represent MSI on the country programme board
- Ensure the MSI Partnership Manual guidelines are observed, meeting MSI best practice and minimum standards

Security

- Ensure the programme fully meets duty of care requirements and operates within MSI's Global Security Framework
- Ensure that team members and visitors receive full in-country briefings covering the context, risks and security rules

Accountability and Partnership

- Promote One MSI, encouraging cooperation and supporting learning across the partnership
- Ensure the MSI Partnership Manual guidelines are observed, meeting MSI best practice and minimum standards
- Actively participate in regional and international meetings of the MSI Global Partnership

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

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

Full name:

Signature:

Date:

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