

Job Description:

Country Director, Mali



General role information	
Job Title:	Country Director, Mali
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

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-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.

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.

The programme

Since 2008, MSI- Mali (MSMALI), a branch of MSI Reproductive Choices (MSI), has provided voluntary family planning (FP) information and services across Mali, with a focus on high-quality long-acting and permanent methods (LAPM), to increase method choice and complement existing access and availability to short term methods. MSMALI has quickly developed into Mali's largest and most specialised family planning and reproductive health organisation.

Over the last 5 years MSMALI has reached over 1.6 million women, men, adolescents, and young people with high quality, client-centered voluntary FP services. In 2023 alone, MSMALI served over 516 thousand voluntary FP clients, generated over 721 thousand FP couple-years of protection (CYPs), averting an estimated 304 thousand unintended pregnancies and 1,100 maternal deaths. We estimate that more than 30% of the total demand for Family Planning in Mali in 2023 was satisfied by services supported by MSMALI, contributing to an increase in the modern contraceptive prevalence rate.

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MSMALI's programming is specifically designed to meet the needs of the most vulnerable groups, with a focus on adolescents, those living in poverty, those without alternative access to care, and other marginalized groups, such as people with disability, and survivors of gender-based violence. In 2022, 25% of MSMALI's clients were under 20 years old. 30% were living in severe poverty and 56% were adopters of FP according to 2023 client exit interview data.

MSMALI differentiates itself from others in the sector through our: client-centred care; clinical expertise; focus on service delivery at scale; use of evidence to constantly improve; and our emphasis on ensuring last-mile voluntary contraceptive access, beyond the reach of existing health infrastructure.

As a service delivery organization MSMALI is well placed to gain community, facility, and client-level insights on what works for those with the greatest need.

In partnership with government service providers, we are currently implementing five mobile teams that serve isolated rural populations, providing them with access to and equity in RH/FP services. We also support 144 public sector facilities as part of the health system strengthening programme. MSMALI also engages a network of community-based mobilisers and peer educators to raise awareness of services. They provide SRH information using various strategies such as community talks, focus groups, and health talks in secondary and tertiary institutions, and are equipped with sensitisation tools and inclusive FP job aids.

All service delivery channels are supported by MSMALI's toll-free '80 00 11 88' contact centre hotline for clients, which provides information on voluntary FP services, follow up care for clients and referrals for voluntary FP.

The role

The Country Director, Mali, is responsible for delivering results for women and their families, driving programmatic excellence, and implementing best practice at scale in Mali. They provide high quality services where they are needed the most, and their work directly contributes to preventing maternal deaths and making a sustainable impact on the lives of thousands of people every year. The CD is also responsible for ensuring Mali's social business model has a strong footing on both the social and business side.

The Country Director, Mali is a key leadership position. The CD represents the organisation in Mali and is responsible for the overall strategy, management (programmatic, financial, and administrative), and development of Mali's national family planning and SRH programmes. CD is leading skilled, professional country teams to deliver life-saving services through clinical centre, mobile outreach teams, MS Ladies, public sector support, and social marketing.

In addition, CD is 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 Mali's senior representative in the country of assignment. Reporting to Africa Regional Office of MSI, MSI Mali is an implementing partner of the MoH, with whom MSI Mali works closely across all its projects and service delivery channels partnering at national, provincial, district and facility level. They work closely with government to overcome barriers that prevent women and men from accessing safe, affordable, reliable family planning and other sexual and reproductive health services.

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Key Responsibilities

Leadership

- Provide inspiring leadership to create a shared vision across the team linking work of teams internally and internationally as one MSI.
- Demonstrate the values and aspirations of MSI Reproductive Choices in behaviour and ambition, driving integrity and commitment in others.
- Effectively lead and line manage the Senior Leadership Team (SLT) in Mali, 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.
- 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 Mali team, constantly seeking feedback and continual improvement.
- Ensure legal compliance of Mali locally and in relation to MSI's obligations, representing Mali's work to the Board and management of MSI and stakeholders in Mali.
- Serve as a secretary for Mali Board of Trustees quarterly meetings and extraordinary sessions as required.

Business Planning

- Ensure that the programme is equipped to work towards the goals set out in new MSI's strategy 2020 – 2030.
- Ensure the programme delivers and surpasses the goals set forth in country programme annual business plans.
- Lead country programme subsequent strategic and annual business planning processes
- Plan and implement strategies for delivering sustainable growth.
- Position Mali as a sector leader contributing to national strategy and goals.

Strategy & Development

- Build and maintain strong partnerships with the country programme Board, government, health professionals, businesses, peer agencies and the health community at large.
- Foster relationships with traditional and non-traditional donor representatives, including domestic financing stakeholders.
- Ensure the development of strong new business proposals in collaboration with the London based Programme Design and Development (PDD) team, donor teams and the Regional Support Team
- Deliver an organisational structure that supports increasing efficiency of operations regardless of their funding modalities.
- Quality Operations
- Ensure the embedding of global tools such as MSI Channel, Youth & Adolescent Success Models 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, such as strong compliance with MSI's service data validation principles and minimum standards, to support operations, drive productivity and deliver results.
- Ensure clinical quality of care is always maintained; supports quality assurance processes and lead Medical Advisory Team (MAT) meetings for continuous clinical quality improvement.
- Manage risk and ensure complete donor contractual compliance at every stage of the project cycle and ensure all project management staff are trained on and follow the MSI Project Cycle Management toolkit.

Finance and Governance

- Improve the bottom line and ensure sustainability of the country program through the following:
 - 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 principles, and international development donor requirements.
 - Meet governance requirements of the country programme entity, including duly registration of its activities.
 - Ensure that externally funded operations and use of funds are in full compliance with donor regulations.
 - Ensure compliance with key policies and procedures such as MSI anti-fraud and bribery (AFB), Quality Assurance and Safeguarding.
 - 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.

Key Skills

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

- Proven experience of driving impact, quality and sustainability in programmes and improving operational standards
- Effective interpersonal skills, with the ability to lead, motivate and guide Country Programmes. Proven ability to effectively communicate ideas, proposals, issues, and implications at senior level.

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- Excellent project management skills related to organisational development projects and international, cross- functional teams with a proven history of delivering results.
- Highly developed problem solving, diplomatic, networking and negotiation skills.
- Demonstration of 'making things happen', operating at pace and delivering effectively through others.
- High capability on change management within fast-paced environment

Key Experience

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

- Experience of developing and successfully implementing business plans and growth strategies, with a track record of aligning resources with key priorities, keeping management teams focused on critical milestones and consistently achieving results.
- Experience of communicating a range of complex issues with the ability to convey an inspiring vision and purpose both within operations and where appropriate across other business functions.
- An understanding of major policies/ issues of large bilateral/multilateral donors strong working knowledge of business practices
- An international mind-set, with an understanding of, and empathy for, the development sector, together with an appreciation for cultural differences
- Experience of formulating and controlling budgets to ensure effective monitoring takes place.
- Understanding of the issues surrounding provision of reproductive health care services internationally
- A reputation for 'making things happen', operating at pace and delivering effectively through others.

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:

- Energy, drive and unwavering commitment for MSI's mission, with the ability to push boundaries, and make tough decisions and challenge others in line with our mission.
- Passionate about our clients and strives to consistently meet and exceed expectations, putting the clients at the centre of everything, and ensuring we deliver high quality, high impact services that meet their individual needs.
- Highly motivated with the ability to motivate and develop the skills of the team and inspire individuals and teams through situational leadership and by providing clear direction.

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- Works as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.
- Ability to influence key stakeholders at all levels both internally and externally within the organisation. Acts as a true MSI ambassador.
- Takes accountability for the decisions made and the behaviours demonstrated.
- Aware of the emerging developments within our sector, with the ability to focus and articulate a vision of the future which inspires and excites others, while understanding the detail and looking for the evidence
- Highest levels of integrity, and a strong ethical sense
- Knowledge and experience of the region
- Ability to travel throughout Africa and internationally to represent the cluster both internally and externally.

Our Values

Mission Driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client Centered: 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.

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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