

Job Framework:

Global SBC Manager



General role information

Job Title:	Global Social and Behaviour Change (SBC) Manager
Reporting to:	Senior Global SBC Manager
Salary Band:	BG 9
Notice period:	3 months
Career Band:	
Budget Responsibility?	No
Direct Reports?	No
Client facing role?	No

Introduction:

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 36 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 role

MSI seeks an exceptional Global SBC Manager to support the strategy and implementation of SBC best practice through the provision of technical assistance (remote and in-person) on both design and implementation as well as the coordination and documentation of internal best practice and adaptation of external best practice examples and resources.

In particular, the role will initially support the Gates-funded bilateral projects in Ethiopia and Nigeria as well as other donor-funded SBC programmes across Anglophone Africa and Asia.

The role reports to the Senior Global SBC Manager and will work closely with the others in the global marketing team, regional team and donor management teams.

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

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Job Framework:

Global SBC Manager



Key Responsibilities

Support the development of SBC strategy, solutions, and learning in anglophone countries.

- Support MSI country programmes and partners, with an initial focus on Gates and other key Anglophone country donors, to co-ordinate SBC programming and learning, including hands on support to develop and improve strategy, design, monitoring and evaluation of SBC approaches.
- Use human centred design (HCD) and other participatory approaches to develop client-led SBC solutions in different country contexts
- Work with MSI country teams to coordinate and adapt SBC approaches and materials, ensuring they are appropriate for each country context and aligned with existing on-ground activities.
- Work with (& help select where appropriate) advertising firms, HCD agencies, professional groups, stakeholders, and vendors to develop and finalize and agree SBC campaigns and materials.
- Work with the Senior Global SBC Manager and donor teams to ensure that SBC approaches embed GESI considerations and strive to be gender transformative and inclusive.
- Work with the Senior SBC Manager on the generation of best practice guidance emerging from key donor projects
- Support Senior Global SBC Manager and Programme Design & Development Team with reviews of new SBC programming proposals as required
- Work with the MSI Evidence & Impact team to establish criteria for how the success of activities will be measured against specific KPIs or social and behaviour change indicators using a variety of data collection methods (e.g., service delivery data; client tracking tools, qualitative research, and ad hoc tracking tools) and ensure new innovations are evaluated, documented and shared internally and externally as appropriate.
- Work with donor management teams to deliver quarterly and annual donor reports and other requirements, including responding to donor queries relating to SBC work.

Strengthen internal SBC capability and support

- Strengthen country team capacity to use HCD and other participatory methods to develop client-led SBC solutions
- Support the exchange of learning and best practice through internal regional and global communities of practice
- Help induct new country marketing and SBC team members to MSI SBC tools and guidelines

Key Skills

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Job Framework:

Global SBC Manager

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

- Fluent English skills required, French language skills desirable.
- Excellent communication skills – written and verbal.
- Ability to translate data and research into actionable insights for SBC strategic decision making.
- Strong knowledge of behaviour change theories and SBC evidence-based best practices
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- Highly developed planning and organisational skills with the ability to juggle multiple projects to deliver with quality and on time.
- Ability to lead and facilitate programme design- and skill-building sessions/workshops related to SBC.
- Ability to build relationships across teams (including with external partners) with evidence of highly sensitive cross-cultural skills and good influencing and negotiation skills.
- Action- and results orientated with ability to stay on track and thrive when working under tight deadlines.
- Ability to train, mentor and develop skills within others.
- Ability to translate complex information into a format and language that can be understood by a wide range of people and present in a compelling and engaging way.
- Ability to work independently and pro-actively with minimal supervision.

Key Experience

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

- Minimum four years' experience in designing and implementing SBC programming on sexual and reproductive health, in at least two different country contexts.
- Minimum two programme examples of having implemented HCD approaches
- Experience in translating qualitative and quantitative data into actionable insights to inform and evaluate SBC programming.
- Proven experience in building buy-in of teams and stakeholders outside of your direct control
- Experience facilitating training and other capacity strengthening approaches

Formal Education/qualification

- No formal educational requirement, qualification through experience is sufficient.

Personal Attributes

Job Framework:

Global SBC Manager



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:

- A strong supporter of the cause of family planning and a woman's right to safe abortion (Pro-choice).
- Resilient, flexible, positive attitude and can thrive in fast-paced, dynamic environments.
- Curious about emerging developments within our sector and passionate about building best practice.
- Actively seeks out feedback on their performance (both results and behaviours) with a view to continuously learning and developing.
- Willingness to help with a wide range of Global Marketing Team projects, as and when required.
- Willingness to travel up to 25% of the time.

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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