Job Framework:

Communications, Marketing & Public Affairs Coordinator

General role information	
Job Title:	Communications, Marketing & Public Affairs Coordinator
Reporting to:	Strategic Communications Manager
Salary Band:	BG level 5
Notice period:	2 months
Budget Responsibility?	N
Direct Reports?	N
Client facing role?	N

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 around 10,000 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

The Global Communications, Marketing & Public Affairs team is looking for a Coordinator with excellent organisational, writing and digital skills, heaps of initiative, and a passion for MSI's mission. The role involves providing a range of communications, marketing, public affairs, events and administrative support to increase the visibility and effectiveness of MSI's work both within the organisation and with external audiences. One of the key focuses of the role will be delivering internal announcements and newsletters that help keep our team members across the global organisation engaged.

MSI is fast-paced and international. Our Communications, Marketing & Public Affairs Coordinator will have a varied workload and will be supported to take on key responsibilities. On a day-to-day basis, they can expect to liaise with team members from all parts of the organisation, including its overseas programmes, as well as working closely with other members of the team.

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 recruitmentinbox@msichoices.org

Job Framework:

Communications, Marketing & Public Affairs Coordinator

Key Responsibilities

Communications, marketing & public affairs support

- Deliver our weekly internal newsletter, send out regular organisational updates, and help to coordinate our schedule of internal communications events
- Work across the team and organisation to identify and create compelling storytelling opportunities for internal communications channels; turning news into published stories
- Maintain and edit internal webpages to keep content and information up to date
- Maintain MSI's image library platform
- Act as a guardian of the MSI brand, providing guidance and advice to internal teams on applying the brand and ensuring that the brand is used as an effective tool to further MSI's mission
- Support the development of high-quality content that reflects MSI's brand messaging and position and can be shared across a range of MSI's channels, including coordinating the design of reports and briefs with our design agencies
- Proofread marketing, communications and public affairs materials
- Provide support for managing MSI's external communications channels where appropriate
- Coordinate content gathering trips within our country programmes, working with our agency and local photographers and videographers to collect stories, imagery and footage
- Support with the organisation of internal and external events including on the development of events materials such as PowerPoints, invitations, events collateral and photo exhibitions
- Monitor the communications channels of key sexual and reproductive health and charity sector partners, feeding ideas and inspiration to the team

Administrative support

- Manage the end-to-end process of filing new case studies and content, ensuring the accurate logging of consent, saving files accurately, writing short case studies & human stories, sharing the best ones with colleagues internally, and working with our team and the photography agency to suggest improvements to these processes
- Support the team to track communications by maintaining and updating our calendar
- Raise purchase orders and processing invoices, expenses and costs, and tracking these in our budget tracker
- Support with annual budget planning
- Administrative support for the Senior Director of Global Communications, Marketing and Public Affairs, including diary management
- Coordinate team meetings, including booking rooms, agendas and action points
- Assist with the logistical arrangements for team events such as offsite meetings e.g., booking venues/catering/activities or organising webinars; inviting external participants, reminding team of deadlines
- Liaise with external suppliers as required e.g., design agencies, printers
- Follow processes to set up new suppliers on our systems
- Maintain stock of printed publications and promotional items, ensuring items are replenished as required
- Keep departmental Outlook distribution lists and shared OneDrive folders up to date

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 recruitmentinbox@msichoices.org

- Support the induction planning for new starters in the Global Communications, Marketing and Public Affairs team (such as ensuring laptops ordered on time, induction meetings scheduled)

Key Skills

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

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- Excellent written and verbal communications skills, including excellent grammar and spelling
- Excellent computer skills – must be highly proficient at Word, Outlook, Excel and Powerpoint
- Strong interpersonal skills, and the ability to work confidently with external stakeholders and colleagues at every level of the organisation
- Outstanding organisational skills, including the ability to use initiative, prioritise workload and work under pressure to meet tight deadlines
- Enjoy working as part of a busy and fast-paced team

Key Experience

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

- Experience working in a fast-paced team/environment
- Proven administrative experience
- Exposure to and understanding of communications and digital media channels
- Demonstrable writing and proofreading experience
- Proven experience of working to tight and changing deadlines
- Experience working with Microsoft Office

Formal Education/qualification

- Degree level education (or equivalent) or relevant proven work experience

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. These personal attributes are considered **essential:**

- Pro-choice

Job Framework:

Communications, Marketing & Public Affairs Coordinator

- Team player
- Commercially aware
- Culturally sensitive
- Professional
- Able to work under pressure
- Positive attitude
- Proactive
- Willing to support on reasonable out-of-hour requests, for example, if facing an urgent comms issue

Our Values

Mission Driven: With unwavering commitment, we exist to empower people 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:	

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 recruitmentinbox@msichoices.org