

Introduction

Here at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, MSI Reproductive Choices UK is best known for its abortion services which help up to 70,000 clients a year globally.

Our UK network of welcoming clinics and local community services, together with a 24-hour confidential helpline work to provide high quality, safe, accessible, and compassionate advice, care and support for the people who need our services. 95% of our services are commissioned by the NHS. The remaining 5% are self-funding or supported by use of charitable funds.

We're proud to be champions for reproductive choice and we are looking for people to join our committed teams of both clinical and non-clinical colleagues. We want individuals who believe in our mission and who can clearly describe how and why they feel that what MSI Reproductive Choices UK does is important.

To achieve this, every candidate is given the opportunity to provide their thoughts and opinions on our mission statement in the online application form. We only consider applications from candidates who are aligned with MSI Reproductive Choices UK mission and vision. For this reason, only **fully pro-choice candidates** will be considered for any role within MSI.

Please note this role will be subject to full pre-employment background checks which may include, but is not limited to employment references, right to work verification, adverse financial checks, basic criminal record checks and risk database screening checks.

Key Skills

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

Ability to role-model own behaviours by:

- Working in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice.
- Effectively managing own time, priorities, and motivation.
- Displaying a “can-do” approach and passion for the services and organisation.

Ability to work with others through:

- Effective interpersonal, negotiation and influencing skills.
- A proactive approach to conflict management and resolutions.
- Building effective cross-team/function relationships.

Ability to inspire a motivated and productive team by:

- Challenging and supporting colleagues to deliver results.
- Leading a continuous improvement and change culture.
- Fronting a positive Colleague experience.
- Inspiring colleagues to deliver an experience that meets clients' needs at every interaction.

All MSI Reproductive Choices person specifications are 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

Key Experience

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

- Experience of working within a contact centre role either inbound or outbound
- Track record of Client/Customer- centric leadership
- Track record of nurturing, developing, and realising colleague potential
- Confident in the use of various computer systems
- Experience of supervising/leading a team.
- Demonstrable ability to work within a fast-paced environment and to meet conflicting deadlines.

Formal Education/qualification

- English Language and Mathematics to GCSE standard or equivalent

Personal Attributes

MSI Reproductive Choices is dedicated to equal opportunity for all and recognises that every individual is unique. Whilst we always seek to embrace individual differences and celebrate the diversity of our workforce, we also want to ensure that every team member is suited to their role and that they are given the best opportunity to succeed.

The personal attributes described below have been developed in accordance with the job description and other contextual factors relating to the role and are considered **essential**.

For this role, we're looking for an individual who is:

- Committed to the protection of team members and clients, with a focus on vulnerable groups.
- Able to role-model inclusive and culturally sensitive attitudes and behaviours.
- Passionate about service and quality improvement.
- Able to role-model inclusive and culturally sensitive attitudes and behaviours.
- A problem-solver, who can see the benefits and balance “quick-wins” alongside more long-term sustainable solutions.
- Able to act with empathy, humility, and integrity by being honest and open with colleagues, peers, managers and stakeholders.
- Able to build trust in their team, colleagues, peers and stakeholders.
- Agile in their thinking.
- Self-aware of the impact they have on their team, colleagues, peers and stakeholders.
- Able to take accountability for their impact on their results, team and colleagues.
- Confident, able to make tough decisions and lead with authority when the situation requires.
- Ability to remain calm under pressure

All MSI Reproductive Choices person specifications are 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