

Job Framework:

Clinical Information Officer



General role information

Job Title:	Clinical Information Officer
Reporting to:	Head of Clinical Governance
Salary Band:	£30,500-35,000
Notice period:	1 month
Career Band:	8
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 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-centered 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 Medical Development Team (MDT) guides MSI in clinical service provision. The team represents MSI in all clinical matters related to MSI services and provides expert clinical support to all MSI country programmes. The MDT supports country programmes to develop and maintain in-country clinical capacity needed to maintain clinical quality in the form of client safety, effectiveness of services and best client experience across all service delivery channels.

Reporting to the Head of Clinical Governance and in close collaboration with senior MDT members, this role manages the production and dissemination of all MSI clinical documents, manages the finances of the Medical Development Team and performs other key administrative duties required.

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@msichoice.org

Key Responsibilities

Coordinating production of clinical documents

- Ensures all MDT-produced documents are prepared and reviewed by the responsible technical advisor in a timely manner
- Ensures all MDT-produced documents are version-controlled, properly worded, and formatted
- Works in close collaboration with the Communications team to ensure that MDT-produced documents align with MSI branding and labelling
- Produces or supports in producing the annual clinical quality report
- Acts as the focal person in dealing with MSI-approved publishers to get clinical documents published in a timely manner
- Oversees the timely, cost-effective and appropriate translation of all MDT-produced documents into French (and other languages as necessary)
- Manage the team's sub-budget for document production
- Act as focal point for occasional technical consultants hired for production of clinical documents
- Act as liaison between MDT and external agencies whose clinical/technical tools and platforms are used by MDT in developing clinical documents

Coordinating clinical document dissemination

- Ensures that MDT SharePoint is functional and accessible to all parties who require access
- Handle to production of hard copies of MDT-produced documents as necessary
- Lead the follow up of in-country dissemination by directly liaising with relevant country programme positions to ensure that documents have reached all cadres who should be using them
- Be the focal point for country programme feedback on MDT-produced documents

Managing administrative affairs of team

- Organises annual MDT events: Clinical Directors' Conference and MDT strategic planning workshop
- Oversees the annual budgeting process for the team and tracks spending through the year
- General administrative support: meeting minutes, supports with travel booking as required

Key Skills

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

- Excellent command of Microsoft Office suite: Word, Excel, Power Point and SharePoint
- Excellent organisational skills and minute attention to detail
- Excellent English, written and spoken; basic French would also be desirable
- Ability to produce and deliver innovative documents and presentations
- Able to manage a fluctuating and sometimes heavy workload
- Ability to manage conflicting demands and prioritise
- Results-oriented and comfortable with meeting deadlines
- Able to work as part of a team

Key Experience

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

- Experience working on time-sensitive projects with strict budgets
- Budget preparations, forecasting and management experience
- Experience in managing projects involving multiple teams, both internal and external
- Experience in organisation of international events/workshops with participants from multiple countries

It is **desirable** that you have the following experience:

- Experience in submission process of research articles to scientific journals
- Experience in participating in or writing up research studies
- Experience with Access and/or other database systems

Formal Education/qualification

- Educated to undergraduate degree level , or
- Can demonstrate equivalent skill level through 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.

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

- Unequivocally pro-choice
- Interested in reproductive and global health
- Able to represent the Medical Development Team with authority
- Flexible and remains calm under pressure
- Assertive and diplomatic
- Able to prioritise tasks
- Able to demonstrate sound judgement
- Able to work with a remote team in a culturally diverse environment

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

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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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