

Person Specification:

Client Care Coordinator

Introduction

At MSI Reproductive Choices, our mission, 'Children by choice, not chance', is at the heart of everything we do. We provide high-quality contraception, safe abortion and post-abortion care services, and work with advocacy to create an enabling environment for safe access for all. All team members must support us in our mission.

We want individuals who believe in our mission and who can clearly describe how and why they feel that what MSI Reproductive Choices 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 mission and vision to eliminate unsafe abortion in the countries where we work.

For this reason, only **fully pro-choice candidates** will be considered for any role within MSI. Please ensure that you read the MSI Reproductive Choices Candidate Pack carefully, prior to applying.

MSI Reproductive Choices is committed to creating an inclusive environment with a workforce which is representative of the communities we serve. We're proud to be an equal opportunities employer and give equal consideration to all qualified applicants without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age. MSI is committed to safeguarding and promoting the welfare of all team members and clients, with a focus on vulnerable groups. MSI committed to compliance with all fair employment practices including citizenship and immigration status.

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 work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- Good problem-solving skills
- Organised
- Able to use initiative
- Diplomatic and discreet
- Attention to detail
- Excellent time management and prioritising skills
- Team player – ability to make an individual contribution to enhance the working of the team
- Clear and professional manner on the telephone and face to face
- Excellent communication skills, both written and spoken
- Excellent customer service skills.

Key Experience

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

Resourcinguk@MSIChoices.org

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

- Previous reception or similar experience gained in service or hospitality industry
- Experience of working in an environment which provides service excellence to clients
- Database familiarity

Formal Education/qualification

- IT literate – use of Windows based packages including EXCEL
- GCSE level education including English and Mathematics 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 behaviour
- Customer focused
- Enjoys working in a fast-paced environment
- Self-confident
- Reliable
- Flexible and willing to travel to other MSI Reproductive Choices centres across the Region when necessary
- Conscientious
- Calm under pressure
- Self-disciplined
- Willing to undergo training in line with organisational policy (will involve travel to other MSI centres and Support Office, London)
- "Uphold and actively demonstrate behaviours that align with organisational values and behaviours"
- Pro-choice