

# Person Specification:

## Patient Systems Manager

### 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
- Willingness to become
- Troubleshooting skills and to be autonomous in getting to the root of a problem
- Strong character to be firm where required with stakeholders, in order to maintain what is best for the evolution and use of the patient systems and for service delivery to our patients
- Ability to analyse, interpret and draw conclusions from complex situations
- Professional and forward thinking

### 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](mailto:Resourcinguk@MSIChoices.org)

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

- Experience of designing and delivering organisation-wide transformation initiatives as part of a structured design, delivery and change process.
- Previous experience (4 years+) of managing a clinical/electronic patient record system or similar business critical system(s), providing advice and specialist knowledge to others.
- Working knowledge of relational database systems.
- IMS Maxims knowledge at a System Administration/Configuration Level (desirable - training would be provided).
- Detailed knowledge and understanding of Electronic Patient Record Systems and the role they play in a modern healthcare setting.
- Knowledge and Experience of implementing Change Management/ Development of Standard Operating Procedures

### Formal Education/qualification

- Educated to degree level in relevant discipline (clinical or non-clinical) or equivalent experience e.g. system management and administration
- Project/Systems Management qualification (e.g. ITIL, PRINCE2, Agile etc.) or recognised alternative experience

### 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
- Be a role-model, inclusive and maintain culturally sensitive attitudes and behaviour
- Pro-choice on abortion
- Proactive, autonomous working style
- Able to assimilate requirements and feedback from different internal stakeholders and find the best way forwards to meet the needs of the team, organisation and patient
- Personable and approachable with excellent stakeholder management skills
- Able to present ideas/business cases to varying levels of management including the Executive Team
- Tenacious in driving forwards change and 'making things happen'

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- Passionate about working to deliver the best possible patient experience

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