Person Specification:
Client Care Coordinator

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 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

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Client Care Coordinator

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 if 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 behaviou r
- 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

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