

Job Description:

Operational Information Officer - MIS



General role information

Job Title:	Operational Information Officer - MIS
Reporting to:	Senior Manager, Operational Information
Salary Band:	Country Programme Salary Range
Notice period:	3 months
Career Band:	7 - Specialist
Budget Responsibility?	N
Direct Reports?	N
Client facing role?	N

About MSI Reproductive Choices

At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

The department/team

Over the past decade, MSI Reproductive Choices has made large investments in building global and country programme level data and management information capacity in order to strengthen our programmes' service delivery capability; foster a culture of translating insights to action and build MSI Reproductive Choices evidence base. MSI Reproductive Choices uses this information to better serve our clients by turning data into insights into action.

The Operational Information Systems team are a valued source of technical leadership and strategic support, producing and using high quality data for evidence-based decisions to fulfil MSI's mission. Operational Information Officers manage and implement frontline Health Management Information Systems (HMIS) to collect and use data to drive performance across MSI Reproductive Choice country programmes. Operational Information Officers strive to ensure:

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- **Quality** – provide expert technical advice and expertise, ensuring the development and implementation of quality solutions and processes that improves quality and efficiency of frontline data and service delivery. Enable MSI to maintain its sector leadership in data integrity and data insights. Identify and share guidance and best practice;
- **Inclusiveness** – drive and coordinate collaboration across departments, with internal and external stakeholders, applying change management expertise to ensure consistent implementation and use of MSI standards, systems and processes to enable strong donor relationships and continuous performance improvement established on a solid data foundation
- **Impact** – ensure data is practical and actionable. Provide strategic support and capacity building to London teams and country programmes to enable successful embedding of solutions and use these to test, learn, improve, innovate and measure impact, ensuring our best practice, solutions and processes are optimised to achieve MSI's mission of children by choice, not chance.

The role

Under the guidance of the Senior Manager for Operational Information, the Operational Information officer is our dedicated support lead, and will conduct analyses to understand individual country programme operations to ensure and maintain appropriate system set-up and configuration across programmes. The officer will provide comprehensive support to country programmes in implementing and enabling the use of high-quality data for decision making, and adapting tools to meet the country context. The officer will support the team by ensuring appropriate tools and guidance are available for cascade and refresher trainings for country programme staff.

To achieve this the role will:

- **Act as Global Support Lead** for the team, ensuring timely and consistent configuration setup across systems and programmes. The role will feed into business requirements on improvements in support infrastructure and innovations to develop more sustainable ways to meet country programme support demand
- **Ensure Data Quality** by empowering programmes through support on data processes, system setup and training to capture consistent and high-quality data. Work with HMIS leads in country programmes to set up regular data quality checks and processes for tracking and proactively follow-up on data quality issues. Data quality work feeding into and linking strongly, but not restricted to, MSI's Data Validation principles.
- **Build capacity in country programmes** to become increasingly self-sufficient in systems maintenance, data processes, and HMIS data use through on-going mentoring and support, webinars and development of training materials. Support programmes to develop a culture of routine-data use through building strong links across programme-teams ("virtual teams") to expand range, depth and quality of operational insights derived from data.

This is a hands-on role with significant responsibility to support the organisation in using good data. The Operational Information officer will work across key departments at MSI and will support to extract learnings and insights from country programmes that will feed into MSI's Channel Success Models (programmatic guidelines).

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The role involves some international travel (up to 30%), commonly of several week periods. Country and global project assignments for this role may change over time.

Key Responsibilities

Act as Global Support Lead for the team, supporting country programme to continue optimising the use of global HMIS systems to respond to local operational needs (40%)

- **Expertise in Marie Stopes standardised solutions and tools:** the role provides specialist guidance in MSI's systems and tools to support country programmes to adapt and implement these tools in their country context.
- **Ensure timely and consistent configuration setup and roll-out across systems and programmes:** the role is lead responsible to ensure the team provides timely and accurate configuration set-up support to country programmes. The role will continuously evaluate the success of implementations, support reconciliation between systems, and lead the roll-out of improvements and updates
- **Inform sustainable support infrastructure:** the role collates lessons and insights on support requirements from country programmes to feed into business requirements on improvements in support infrastructure and innovations to develop more sustainable ways to meet demand.

Ensure data generated is of high quality and geared up for evidence-based decision making (20%)

- **Ensure quality of data captured:** by empowering programmes to capture consistent and high-quality data through data collection processes, system setup and training. The role will work with HMIS leads in country programmes to set up regular data quality checks and processes for tracking and follow-up on data quality issues to drive improvements.
- **Link to and support Data Validation:** the role will ensure country programmes are equipped to implement MSI's data validation principles and ensure any wider data quality checks complement and support the data validation principles.

Build capacity in country programmes to enable embedding: transfer skills and empower teams to do more with their data (40%)

- **Build capacity in country programmes** to become increasingly self-sufficient in systems maintenance, data analysis and data use through on-going mentoring and support, webinars and development of training materials through different media.
- **Support programmes to develop a culture of data use** of frontline routine HMIS dashboards and reports through building strong links of data use across programme-teams ("virtual teams") to expand the range of collaboration and use of data to increase reflection, depth and quality of operational insights derived from data. Support a network of learning and experience sharing across international country programmes, and contribute lessons and best practice to MSI's Channel Success Models

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- **Build skills for reflective analysis** to continuously identify areas for improvement: work with country programmes to continuously improve their collection and use of data, including process-mapping of client and information flows to identify efficiencies that can improve client care and enhance performance

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date:

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