

# Job Description:

## Operational Information Officer - MIS



### General role information

|                               |                                         |
|-------------------------------|-----------------------------------------|
| <b>Job Title:</b>             | Operational Information Officer - MIS   |
| <b>Reporting to:</b>          | Senior Manager, Operational Information |
| <b>Salary Band:</b>           | Country Programme Salary Range          |
| <b>Notice period:</b>         | 1 month                                 |
| <b>Career Band:</b>           | 7 - Specialist                          |
| <b>Budget Responsibility?</b> | N                                       |
| <b>Direct Reports?</b>        | N                                       |
| <b>Client facing role?</b>    | 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 sexual and reproductive healthcare, 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, equality, and inclusion for all within our organisation and encourage applicants from all backgrounds to apply.

We expect all staff and post holders to share our values and commitments.

### The department/team

The Global Information Services (GIS) team vision is to enable the MSI mission with effective and user-friendly digital technology that offers value for money. Currently we have 50 team members based in the UK, Ethiopia, Kenya, Malawi, Uganda and South Africa. We partner with the 37 MSI Country Programmes, providing a suite of technology products and services.

Our products currently cover finance, business intelligence, contact centres, websites, Microsoft O365, cyber security, networking and client registration systems, which support our frontline teams to deliver safe and effective care in our clinics and communities. Our services range from helping to specify and select new technology, through to delivery, embedding and ongoing user support.

Over the past decade, MSI Reproductive Choices has made large investments in building global and

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country programme level data and management information capacity to strengthen country programmes' service delivery capability and to foster a culture of translating insights into action to continuously improve the experience of clients and staff.

The Operational Information Systems team are a sub-team of GIS, specialising in implementation, change management and embedding of digital solutions. The OIS team are a valued source of technical steer and strategic support, working in close partnership with teams across our Global Support Office and Country Programmes.

### The role

Under the guidance of the Senior Manager for Operational Information, you will provide comprehensive change management and embedding support to Country Programmes, ensuring that they are able to implement and use high-quality data for decision making. You will work in close partnership with other GSO teams on relevant strategic initiatives to support the delivery of MSI's ambitious Digital Strategy.

We are looking for someone with the technical skills to be effective straight away, who is a team player, has a positive attitude and loves to learn, develop, and grow continuously.

#### **This role offers opportunities for growth and development, including:**

- Learning and developing across different technology areas through peer-to-peer training, on the job learning, and formal training courses
- Honing your ability to follow best practise approaches and processes
- Identifying problems and unlocking opportunities for MSI team members through digital solutions
- Shaping the way we deliver digital technology at MSI – you'll have the freedom to help define best practice ways of working
- Inspiring teams with your ideas, knowledge, and self-starter attitude

### Key Responsibilities

Working as part of a tight-knit and supportive team, you will manage your own portfolio of country programme and system support. You will work collaboratively across the organisation to support the delivery of relevant strategic projects and initiatives.

Your focus areas will include:

- **Work in partnership with other MSI teams** to identify and communicate business needs and deliver on strategic projects and initiatives.
- **Use Change Management and Benefits Realisation methodology to support Country Programmes** to use MSI's global systems and tools to continuously improve insights, performance, and client and staff experience. The role will use MSI frameworks to evaluate the success of implementations, change management and embedding efforts.
- **Manage implementations and trainings** on systems and tools across your portfolio, designing training and support materials to for teams to do more with their data. Specifically, this includes supporting Country Programmes to build expertise and autonomy in systems maintenance, data

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analysis and data use through on-going mentoring and support, webinars and development of training materials.

- **Support Country Programmes to ensure high-quality data** by strengthening data collection processes, system setup, data reconciliation and training. The role will work with Health Management Information System (HMIS) and Research, Monitoring and Evaluation (RME) focal points in country programmes to set up regular data quality checks and processes for tracking and follow-up on data quality issues to drive improvements.
- **Advise on configuration setup across systems** to ensure they meet Country Programme operating needs. Proactively identify issues and inconsistencies in configurations and provide timely and professional support to countries to resolve them.
- **Foster a network of learning and experience sharing** across country programmes, including using Communities of Practice, generating reflective insights to continuously identify areas for improvement, and capturing and sharing best practice across the partnership.
- **Work collaboratively to improve our support infrastructure** by collating lessons and insights on support requirements from Country Programmes to feed into business requirements to develop more sustainable ways to meet demand.

The role will be available for candidates based in the countries where MSI operates, with the opportunity to work office based or from home. During the ongoing COVID pandemic, local guidance will be followed.

The role will not entail regular travel, but there may be occasional travel for project-specific work.

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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