

Job Framework:

Digital Transformation Officer

General role information

Job Title:	Digital Transformation Officer
Reporting to:	Senior Manager, Digital Transformation
Salary Band:	Local banding applies
Notice period:	1 month
Career Band:	Level 7 – Specialist
Budget Responsibility?	No
Direct Reports?	No
Client facing role?	No

Introduction:

MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.

Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high quality, client-centred care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.

We know that access to reproductive choice is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.

The Team

The Global Information Services (GIS) team vision is to support the MSI mission with effective value for money digital technology. We partner with the 37 MSI country programmes to deliver a portfolio of high quality digital and technology products and services, which compliment local technologies.

Our products include applications for front line clinical service delivery, contact centres and digital client engagement, group finance and business intelligence, websites, collaboration tools (M365 suite), cyber security and networking, amongst others. Our services range from helping to specify and select new technology, through to delivery, embedding and ongoing support.

Our team is based in the UK, Ethiopia, Kenya, Malawi, Uganda, Nigeria and South Africa with major hubs in London, Bristol and Nairobi.

All MSI Reproductive Choices job framework is 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

recruitmentinbox@msichoice.org

The role

We're looking for an Officer to join our growing Digital Transformation team. In this role, you will help integrate deliver digital technology solutions across MSI, enabling us to reach more clients with high-quality reproductive health services. This role offers an exciting opportunity to work closely with country programmes to embed new technology and improve our ability to deliver client-centred care at scale. Collaborating with teams across the organisation, you will have the opportunity to deliver digital innovations that have a significant direct impact on MSI's ability to deliver our mission.

We are looking for someone skilled at balancing competing priorities to deliver effective support across a portfolio of countries and digital solutions. Recognising that digital transformation is dependent on individuals accepting and embracing change, you will champion MSI's change management approach within your work. You will have a strong technical skill set as well as an ability to communicate complex technical concepts in a simple way. With strong teamwork skills and an appetite for learning, you are someone who can be effective straight away.

Key Responsibilities

Here's how you'll be contributing to the Digital Transformation team:

- Working closely with other MSI teams, you will contribute to the development, implementation, and embedding of key digital initiatives, providing insight about country context and readiness
- You will collaborate with system and operational leads in country programmes as well as global support teams to release and enable embedding of new features and functionalities, ensuring systems remain fit for purpose in each country context.
- You will work with a wide range of stakeholders to ensure alignment on challenges and priorities for your portfolio countries and systems including progress on change management and embedding, actively participating in virtual teams and working groups, and regularly updating your manager and counterparts in regional support teams.
- You will provide comprehensive, timely, professional support to country programmes in your portfolio, updating system configurations and proactively work with teams to ensure the availability of high-quality data for performance management and decision-making
- You will lead system implementations following a 'Training of Trainers' approach to build capacity within countries to realise the benefits of each solution. You will provide mentorship, guidance, and refresher training as necessary to ensure effective system use, including the development of training materials in a variety of digital formats
- You will play a key role in collating and documenting experience, best practice, and lessons learned, sharing these with your team and contributing to wider guidance that can improve future design and delivery of digital solutions across the organisation

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- You will be a key liaison between country programmes and global support office teams, ensuring awareness of and proactively seeking advice on country programme priorities and direction, as relevant to their different digital solutions.

This role will give you the opportunity to:

- Support and equip our teams with digital solutions to deliver MSI's mission
- Shape the way we deliver digital technology at MSI – you'll have the freedom to help define best practice ways of working
- Inspire and motivate users to make the most of their digital solutions, drawing on your ideas, experience, and self-starter mentality
- Learn and develop across different technology areas, with multiple career pathway opportunities

Key Skills

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

- You're an excellent, influential communicator: You can convey complex, technical concepts simply and effectively, adapting your communication style to different audiences. You're able to persuade others, including more senior stakeholders.
- You're analytical, with an ability to analyse and interrogate complex data and processes. You make it a habit of asking "the tricky questions," ensuring you clear out any ambiguity
- You're a problem solver, able to come up with creative, relevant and replicable solutions to challenging issues
- You're highly organised and able to juggle competing projects and priorities to deliver them with quality and on time
- You're proactive, with an ability to identify and act on issues and opportunities before they arise. You're a self-starter and comfortable working independently.
- You're a collaborator, making it a habit to seek input from others. You're a team player and you are energised by working with colleagues based all over the world. You're also a keen sharer and have a habit of regularly communicating to your immediate team, ensuring continuous alignment on key priorities.
- You're able to quickly understand new technologies, systems, and processes. You can easily draw up a process map, analyse it and review for challenges and opportunities
- You are user-centred, ensuring that any new initiatives or technologies keep users at the heart

Key Experience

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

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- You have experience working with frontline health management information systems (HMIS) or the use of HMIS data
- You have change management experience, either through applying change management approaches, tools, and methodologies in a previous role, or through a formal qualification (Prosci),
- You have project management experience, either through applying project management processes, tools, and methodologies in a previous role, or through a formal qualification (PRINCE2, APM, etc.)
- You have experience delivering high-quality training, technical assistance, or user support
- You understand the power of data-driven decision making and have demonstrable experience supporting teams to access and use data

Some additional skills and experience that we'd welcome:

- French
- Experience supporting call centre CRM or product sales solutions
- Experience with different platforms like Microsoft Dynamics, Microsoft Power BI, DHIS2
- If internal, experience with MSI-specific solutions like Electronic Hospital Record (EHR) system, and CLIC

Formal Education/qualification

- No formal educational requirement, qualification through experience is sufficient for the role

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

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 behaviours.
- Resilient, flexible, positive attitude and who thrives in fast-paced, dynamic environments
- Driven by doing work that directly impacts those most in need

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- Curious about emerging developments within our sector and passionate about building best practice
- Actively seeks out feedback on their performance (both results and behaviours) with a view to continuously learn and develop

Our Values

Mission Driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client Centred: We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

Courageous: We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

Resilient: In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

Inclusive: We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

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

Full Name:

Signature:

Date: