

# Job Framework:

COUNTRY DIRECTOR, PAPUA NEW GUINEA



## General role information

Job Title:	Country Director
Reporting to:	Regional Director, Pacific Asia
Salary Band:	18
Notice period:	3 months
Career Band:	2
Budget Responsibility?	Yes
Direct Reports?	6
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-centered 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 role

The Country Director is responsible for delivering results for women and their families, driving programmatic excellence, and implementing best practice at scale. They ensure high quality services are provided where they are needed the most, and their work directly contributes to preventing unnecessary deaths and making a sustainable impact on the lives of thousands of people every year.

The Country Director is a key leadership position responsible for the overall strategy, management (programmatic, financial, and administrative), and development of our national family planning and sexual and reproductive health (SRH) programmes. They lead skilled, professional country teams to deliver life-saving services through clinical centres, mobile outreach teams, and public sector support programs. In addition, they are responsible for preparing and executing annual budgets, marketing plans and work plans; developing new business opportunities; overseeing financial, administrative, and logistical resources; ensuring adherence to MSI minimum standards; and assuring quality operations in line with annual and long-term strategic goals and objectives. They are accountable for the compliance of all

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country programme operations with national laws and MSI and donor policies. The Country Director manages for results, valuing and rewarding high performance, accountability, speed and efficiency and innovation, while keeping the client at the heart of everything we do.

The Country Director is MSI's senior representative in the country of assignment. They work closely with governments, donors, and other key stakeholders to overcome barriers that prevent women and men from accessing safe, affordable, reliable family planning and other sexual and reproductive health services.

### Key Responsibilities

#### Leadership

- Lead MSI's vision and manage the short-, medium- and long-term plans, simplifying the complexity for themselves and others
- Instil a positive MSI management culture and social business approach across the team, constantly seeking feedback and continual improvement
- Improve operations by strengthening capacity, building high performance teams, identifying and promoting talent, managing performance
- Ensure human resource policy, processes and procedures are in line with best practice, global MSI standards, and local legislation
- Assess and manage organisational risk

#### Business Planning

- Lead country programme strategic and annual business planning
- Plan and implement strategies for delivering sustainable growth
- Position MSI as a sector leader contributing to national strategy and goals
- Deliver a comprehensive country marketing strategy and plan to build the brand of choice by using robust audience data, competitor analysis and other market data
- Deliver a robust business model ensuring the on-going growth of healthy income streams including innovative financing, earned income and more traditional grant resources

#### Strategy & Development

- Build and maintain strong partnerships with government, health professionals, businesses, peer agencies and the community
- Foster relationships with traditional and non-traditional donor representatives
- Develop new business opportunities and oversee the design and business development process

#### Quality Operations

- Lead the adoption of innovative solutions to improve productivity and increase effectiveness of delivery channels
- Promote evidence-based decision making and support operational research to better understand our clients and barriers to access
- Ensure management information systems are capturing, validating and utilising accurate and timely

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data

- Ensure robust systems and processes are in place to support operations, drive productivity and deliver results
- Ensure clinical quality of care is maintained at all times; support quality assurance processes and Medical Advisory Team meetings for continuous quality improvement
- Ensure complete donor contractual compliance at every stage of the project cycle
- Closely monitor country programme performance against annual business plan projections and donor project commitments and support innovative action to correct under-performance.

## Finance and Governance

- Improve the bottom line through revenue growth and optimising earned income from selected MSI outlets, increased efficiency of operations and sound financial management
- Base strategic and annual business plans on accurate financial and statistical performance data
- Ensure strong financial management and robust internal controls are in place and that the programme adheres to local statutory obligations, MSI minimum standards and international development donor requirements
- Meet governance requirements of the country programme entity/entities and demonstrate leadership on compliance with national and MSI global standards on anti-fraud and bribery, safeguarding and diversity and inclusion.
- Represent MSI on the country programme board

## Security

- Ensure the programme fully meets duty of care requirements and operates within MSI's Global Security Framework
- Ensure that the MSPNG Essential Security Package and SOPs are kept up to date and fully implemented

## Accountability and Partnership

- Promote One MSI, encouraging cooperation and supporting learning across the partnership
- Ensure the MSI Partnership Manual guidelines are observed, meeting MSI best practice and minimum standards
- Actively participate in regional and international meetings of the MSI Global Partnership

## Key Skills

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

- Fluent written and spoken English (PNG Pidgin is an advantage)
- Project management

### Key Experience

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

- International work experience – will have successfully worked in a senior management role and will have experience of expanding programmes (desirable: experience of working in a senior management role in a country other than your home country)
- Proven general management experience in operationally demanding and challenging environments (to include staff recruitment, training, and supervision of teams)
- Proven experience of change management, including identifying required change, leading the change programme, and ensuring change is embedded and sustained
- Designed and delivered strategic and annual business and work plans
- Experience of income generation through donor funding and/or commercial activities (desirable: experience of business development including developing and writing compelling tender proposals)
- Financial management experience, including internal controls and accountability: managing and improving the bottom line (desirable: experience managing a P&L)
- Demonstrable experience of generating, tracking, and analysing management information and using data to inform management decision-making
- Previous experience identifying and sharing best practice and encouraging innovation within dispersed teams
- Proven experience of building lasting relationships with key external stakeholders, e.g., government or donor stakeholders to deliver tangible results for the organisation (for example, previous fundraising success).
- Board management experience
- Experience of building a brand into a brand of choice (desirable: experience in FMCG or another private sector experience)

### Formal Education/qualification

- Educated to degree level
- Relevant post-graduate qualification e.g. MBA, MSc, MA (desirable)

### 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:**

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- Has energy, drive and unwavering commitment for MSI's mission, and the ability to inspire others
- Is passionate about our clients and strives to consistently meet and exceed expectations, putting the clients at the centre of everything, and ensuring we deliver high quality, high impact services that meet their individual needs
- Inspires individuals and teams through situational leadership providing clear direction
- Motivates and develops the skills of the team members
- Works as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures
- Focuses on results, ensuring long term sustainability and increased impact
- Is courageous: pushes the boundaries, make tough decisions and challenge others in line with our mission
- Takes accountability for the decisions made and the behaviours demonstrated
- Has a commercial mind-set, understanding the levers for profitability for success within the marketplace
- Stays aware of the emerging developments within our sector and more broadly within the region, with the ability to focus and articulate a vision of the future which inspires and excites others, while understanding the detail and looking for the evidence
- Actively seeks out feedback on their performance (both results and behaviours) with a view to continuously learning and growing as a leader
- Builds and maintains effective long-term working relationships with all stakeholders, and is a true MSI ambassador

### 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.

MSI Asia Pacific is a child-safe organisation and has zero tolerance for sexual exploitation, abuse, and harassment. All successful applicants will be required to abide by our Child Safeguarding Code of Conduct and our Global Code of Conduct in addition to undergoing a police check prior to

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commencement.

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

**Full Name:**

**Signature:**

**Date:**

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