

Job Framework:

Senior Advisor, Digital Transformation



General role information

Job Title:	Senior Advisor, Digital Transformation
Reporting to:	Senior Manager, Digital Transformation
Salary Band:	Role will be banded within national context
Notice period:	3 months
Career Band:	Level 6 – senior specialist
Budget Responsibility?	No
Direct Reports?	Yes
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.

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The role

We're looking for a Senior Advisor to join our Digital Transformation team. In this role, you will help 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 direct impact on MSI's ability to deliver our mission.

We are looking for someone who loves the challenge of managing and delivering on a portfolio of complex projects through a change management lens. Recognising that digital transformation is dependent on individuals accepting and embracing change, you will guide the team to continuously improve our change management framework and user-centred approaches to designing, developing, and delivering technology. You are a natural leader with a strong sense of accountability and you're able to identify areas of improvement and influence ways of working to increase efficiency and collaboration. You will have a strong technical skill set as well as an ability to communicate clearly and concisely with a wide range of stakeholders. With a collaboration-first mentality 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 provide strategic advice across the lifecycle of key digital initiatives, monitoring progress and ensuring timely delivery. You'll guide team members through collaborative approaches to requirements gathering, stakeholder engagement, design, development, pilot, implementation and benefits realisation.
- You will collaborate with technical teams, suppliers, business owners, business analysts and project managers to define a clear scope for projects and help to prioritise new features or improvements to our current systems.
- You will proactively engage with the business and work with a wide range of stakeholders to improve existing processes and ways of working to ensure a joined-up approach to new initiatives. This will involve participation in, and leadership of, virtual teams and working groups.
- You will guide your team to optimise the support provided to users of our frontline systems, advising on system configuration and working to improve the use of data for performance management and strategic decision-making.
- You will provide technical advice to your team on the implementation of new frontline systems, focusing on approaches that build the capacity of users along the way; this will be informed by your experience and knowledge of sector best practice

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- You will support your team to capture experience, best practice, and lessons learned and distil them into toolkits and other operational guidance that can be used to improve the design and delivery of digital solutions across the organisation.
- You will play a key role in the organisation's business planning processes, advising country programs and regional teams on the digital initiatives most relevant for their context, and working collaboratively to set implementation schedules and timelines

This role will give you the opportunity to:

- Make a difference in our ability to deliver on our mission by ensuring our teams can optimise their use of digital solutions to improve reach, impact, and client care
- Shape the way we deliver digital technology at MSI – you'll be able to influence priorities as well as solutions, with the freedom to innovate and define what good looks like
- Inspire and lead teams and projects with your ideas, experience, and structured approach
- Learn and develop across different technology areas, with multiple career pathway opportunities
- Continue building your leadership skills through line management responsibilities

Key Skills

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

- You're a strategic thinker, able to see the bigger picture and how it affects team priorities
- 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 senior stakeholders, and you aren't afraid to challenge something when you need to
- You're analytical, with an ability to analyse and interrogate complex data and processes. You know how and when to ask "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 achieve progress across priorities, ensuring alignment with wider stakeholders and providing a clear steer to your direct reports to deliver 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 able to quickly understand new technologies, systems, and processes

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- 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:

- You have a track record leading successful teams
- 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 presentations, trainings, and strategic guidance
- You have a track record of successful collaborative working with experience delivering in a matrix environment
- You understand the power of data-driven decision making and have demonstrable experience supporting organisations 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-

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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
- 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:

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