

Job Framework:

Country Director, Nigeria



General role information

Job Title:	Country Director, Nigeria
Reporting to:	Regional Director, WACA
Salary Band:	19
Notice period:	3 months
Career Band:	2
Budget Responsibility?	Y
Direct Reports?	Y

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

As Country Director, you will be responsible for delivering results for Nigerian women and their families, driving programmatic excellence, and implementing best practice at scale. By providing high quality services where they are needed the most, your work will directly contribute to preventing unnecessary deaths and make 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 MSI's national family planning and sexual and reproductive health (SRH) programmes.

As Country Director for MSI Nigeria, you will lead a skilled and professional country team which delivers life-saving services through 6 clinical centres, 4 clinical pharmacy hub sites, 23 mobile outreach teams, a social marketing team promoting family planning commodities and through vital partnerships with 150 private sector franchise enterprises, with over 500 individual entrepreneurial providers ("Marie Stopes Ladies") and with the staff in 2600 public sector health post sites.

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As a Country Director, you will lead your team to deliver on a 2030 strategy, by preparing each year appropriate business plans with annual budgets, marketing plans and work plans. You will be responsible with support from MSI to develop new business opportunities and to manage and fill a funding pipeline; you will lead on external relations with government, civil society and donor agencies; you will oversee financial, administrative and logistical resources; ensure adherence to MSI minimum standards and donor compliance and ensure good governance; you will be accountable for MSI's duty of care to clients and staff; and you will assure quality operations in line with annual and long-term strategic goals and objectives. You will be a role model for leading and continuing to build a strong organisational culture embodying MSI's values. As Country Director, you will manage for results, valuing and rewarding high performance, accountability, speed and efficiency and innovation, while keeping the client at the heart of everything you do.

The Country Director is MSI's senior representative in the country of assignment. You will 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

Strategic Planning

- Designs, delivers, and leads the country programme strategic plan to deliver on MSI's mission within the context and needs of Nigerian women and their families .
- Positions MSI as a sector leader contributing to national strategy and goals .
- Demonstrates strategic thinking, developing a commercially viable vision and ideas incorporating courageous and innovative strategies for delivering sustainable growth.

Business Planning

- Analyses available resources, funding pipelines and gaps; bids for any internal MSI investment funding.
- Based on available resources, leads the Senior team and departments to build an efficient and effective annual business plan.
- Leads the social marketing and other client facing departments to design and 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 .
- Develops and delivers a robust business model ensuring the on-going growth of healthy income streams including innovative financing, earned income and more traditional grant resources .

External Relations, Partnerships and Fundraising

- Builds strong partnerships with government, health professionals, businesses, peer agencies and community.
- Fosters relationships with traditional and non-traditional donor representatives .
- Oversees new business development and advocacy for reducing barriers to access of sexual and reproductive health services and rights .

Quality Operations

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- Leads in the adoption of innovative solutions to improve productivity and increase effectiveness of delivery channels.
- Promotes evidence-based decision making and supports operational research to better understand our clients and barriers to access, to ensure our services reach those who need us most.
- Ensures robust systems and processes are in place to support operations, drive productivity and deliver results.
- Ensures clinical quality of care is always maintained; supports quality assurance processes and leads Medical Advisory Team meetings for continuous quality improvement.
- Ensures full donor contractual compliance at every stage of the project cycle.

Finance and Governance

- Improves the bottom line through revenue growth and optimising earned income from revenue generating activities.
- Improves the bottom line through increased efficiency of operations and sound financial management.
- Bases strategic and annual business plans on accurate financial and statistical performance data
- Ensures 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.
- Meets governance requirements of the country programme entity/entities and reports to the MSION Board.

Leadership

- Authentically leads, motivates, and develops the team to enhance individual team and organisational current and future performance.
- Effectively manages change and translates the vision into meaningful short-, medium- and long-term plans, simplifying the complexity for themselves and others.
- Fosters and embeds a positive MSI management culture and social business approach across the team, constantly seeking feedback and continual improvement.
- Develops and builds the local organisation by strengthening capacity, building high performance teams, identifying, and promoting talent, managing performance.
- Ensures human resource systems and procedures are in line with best practice and local legislation
- Abides by MSI's code of conduct and is an active role model to others.

Accountability and Partnership

- Promotes One MSI, encouraging cooperation and supporting learning across the partnership .
- Ensures the MSI Partnering Agreement commitments are met, and the Partnership Manual guidelines are observed, meeting MSI best practice and minimum standards .
- Actively participates in regional and international meetings of the MSI Global Partnership .

Security

- Ensures the programme fully meets duty of care requirements and operates within MSI's Global Security Framework.
- Ensures that team members and visitors receive full in-country briefings covering the context, risks, and security rules.
- Ensures that MSI safeguarding policies are implemented and always followed.

Key Skills

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

- Extensive management of senior teams and people skills, able to authentically lead, motivate, and develop a team to enhance individual, team and organisational current and future performance
- Demonstrable ability to manage a multi-functional team, preferably in an operational and/or service delivery context, understanding the contribution and encouraging the effective participation of each department
- Understanding of commercial and financial management needs and principles – sales, marketing, pricing, margin, supply, forecasting and distribution - as required to lead MSI's social marketing and clinic teams.
- Strong well-honed analytical skills, able to see priorities, key trends and variances in financial data, operational data, and clinical data; to present data and to apply knowledge gained to propose and track effective solutions
- Excellent oral and written communication skills, with ability to adapt and tailor messages depending on the audience
- Ability to position an organisation, building on its strengths, understanding its weaknesses, to capitalise on opportunities and build a good strategy; ability to work both at strategic and operational levels
- Ability to run multiple projects with competing deadlines, deliverables, and needs
- Traditional and non-traditional donor management skills
- Customer / client care management skills
- Ability to work with a Board, to manage good governance practices, to manage and reduce risk.

Key Experience

- Ideally Nigerian based senior management experience – will have successfully worked in a senior management and leadership role, ideally in Nigeria and will have had experience of growing a business and leading a multi-disciplinary team .
- Ideally will also have had international management experience, working for a multinational or international agency in another country .

Job Framework:

Country Director, Nigeria



- Ideally will have both private sector/commercial experience (ideally in a health service provision environment) and experience of working with the international donor community and different grant making institutions.
- Proven general management experience in operationally demanding and challenging environments (to include staff recruitment, training, and supervision of teams; security management; management of controls to prevent and address fraud and/or misdoing; safeguarding).
- 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 plans.
- Experience of income generation through donor funding and/or commercial activities and in delivering proven results by making informed decisions with the use of management information.
- Experience of building a brand into a brand of choice (including experience in FMCG or another private sector experience).
- Financial management experience, including internal controls and accountability: Ideally the individual will have managed a Profit & Loss; however, they will have had experience managing and improving the bottom line.
- Demonstrable experience of generating, tracking and analysing management information and client 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).
- Experience of business development including developing and writing compelling tender proposals
- Board Management 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 is:

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Job Framework:

Country Director, Nigeria



- High levels of self-awareness; they will actively seek out feedback on their performance (both results and behaviours) with a view to continuously learning and growing as a leader. They will demonstrate high levels of accountability and resilience and communicate effectively both internally and externally
- Energy and passion for purpose
- Focus and drive and ability to stay on track
- A commercial mindset, whereby they understand the levers for profitability for success within their marketplace
- Focus on the big picture, while understanding the detail
- strong networking skills
- Flexible and adaptable
- Culturally aware
- Courageous, willing to take risks
- A compelling and influential communicator
- Action and results orientated.

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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