

# Job Description & Person Specification

Innovation, Evidence and Research Manager



## General role information

Job Title:	Innovation, Evidence and Research Manager
Reporting to:	Director of Evidence and Impact
Salary Band:	17
Notice period:	3 months
Career Band:	6
Budget Responsibility?	No
Direct Reports?	Yes

## The department/team

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 contraception and safe abortion care, 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.

The Evidence and Impact team, part of Technical Service Department, is a valued strategic source of technical leadership and support in producing, interpreting and using high quality evidence in order to fulfil MSI's mission. The team has recently been restructured to reflect the key pillars of [MSI 2030 Strategy](#). The Evidence and Impact team is tasked with supporting MSI country programmes to utilise routine data to generate insights and learnings to improve programme performance. It also is responsible for designing and delivering strategic operational and formative research studies. The team strives towards:

- **Impact** – ensuring evidence and insights drive scale, quality and sustainability of MSI programming across all service delivery channels.
- **High quality** – research studies are ethical, methodologically robust, strategic, and evidence is disseminated effectively to improve programme outcomes.
- **Collaborative** – studies conducted in partnership with country programmes and other external research groups to ensure analytical and research capacity building and maximum research utilisation.

## The role

The **Innovation, Evidence and Research Manager** leads strategic evidence projects, ensuring impactful delivery of actionable insights and financial and project management of research budgets. The role provides technical leadership on core MSI themes (safe abortion/postabortion care, family planning,

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health system strengthening, equity, social norms, quality of care, etc) and ensures that operational learnings and insights are shared effectively across the partnership, as well as with the wider sector. They represent MSI in external engagements, effectively liaising with partners across the sectors. The Manager supports in-country teams in their efforts to produce, design, analyse, interpret, use data and evidence to inform and improve programming and to ensure that best practice is built into global and country-led initiatives and proposals. They advise senior leadership on important strategic initiatives using data and best available evidence and proactively contribute to MSI achieving our 2030 goals.

### Key Responsibilities

#### Lead a team to deliver high quality analytics, monitoring and evaluation and research evidence to support improved programme performance ( 40%)

- **Manage strategic projects:** Identify opportunities for strategic evidence generation for private sector development. Lead on the design, overall delivery and dissemination of key strategic studies. Key thematic areas will be: health system strengthening, equity; social norms, quality of care and client experience etc
- **Support programme design and donor teams with learning and evidence:** Keep abreast of donor evidence priorities. Ensure that donor evidence priorities are realistically reflected in programme design and development plans and budgets. Use evidence to shape programming of new projects and assess the feasibility of proposed initiatives. Support country teams to deliver on and donor teams to report on learning and evidence deliverables.
- **Be the technical leader on key global donor projects:** Leads on the research and evidence agenda for specific global project by coordinating the effort between country programmes, support office and donors. Clearly and effectively communicates results to relevant parties and ensures feedback are promptly incorporated for further improvement.
- **Manage research partner relationships:** Including procurement processes, memoranda of understanding, contracting and informal relationship management to ensure effective support to Evidence teams in country programmes.
- **Team Leadership and management:** Oversee the work of Pillar 1 team of three Evidence & Impact Advisors. Ensure all resources, budgets and projects by the Pillar 1 Impact & Evidence team are efficiently and effectively executed. Actively support the Director in creating and maintaining the Global Evidence Network.

#### Deliver sector-wide thought leadership on SRH leveraging MSI's evidence and learning on sexual and reproductive health programming ( 30%):

- **Ensure MSI evidence is effectively disseminated:** Produce digestible and impactful evidence products, including digital content (knowledge hubs, newsletters, SharePoint), printed content (evidence briefs, reports, scientific papers) and oral content (presentations at technical meetings, symposia, conferences). Review and quality assure other Evidence team members' outputs (either in Global Support Office or country programmes).
- **Be responsible for the thought leadership and technical oversight of one or more thematic areas (e.g health system strengthening, equity, social norms).** Serve as technical evidence lead for core themes across the organisation. Stay abreast of external developments and literature, as well as MSI country programme learnings, and share insights and learning across

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MSI. Provide technical advice and leadership on the core themes across multiple departments and country programme teams on projects and project design. Ensure MSI country programs are up to date on best monitoring and evaluation practices, developing when needed, workshop sessions for capacity building.

- **Representation and liaison:** Strategically connect Evidence and Impact team with the wider SRHR community, seek out external expertise and associate MSI with thought leaders. Represent MSI with external stakeholders such as funders, collaborating research organisations and standard setting bodies such as the WHO. Lead on scientific publications in peer reviewed journals, where it fosters MSI's thought leadership .

## **Provide technical support to MSI country programmes to ensure quality evidence generation, agile data use and adaptive programming across all aspects of operations and service delivery (30%)**

- **Ensure high quality research, monitoring and evaluation activities at the country programme level.** Review and help finalise annual and project-specific M&E plans, aligning to global indicators and best practices on thematic areas where possible . Co-develop, review, and provide ongoing support to priority research and learning projects in countries to ensure generation of actionable insights for operations .
- **Act as a technical advisor in a specialised service channel “virtual team”:** Provide support to an assigned service delivery channel “virtual team” and work with this team to identify and address channel specific evidence gaps. Be seen as a strategic source of channel-relevant evidence and insights to the Channel Director and other members of the virtual team .
- **Roll out data utilisation and research tools to support performance management:** Mentor and coach country programme evidence teams to harness the power of MSI data systems to guide strategic decision making by co-developing, evolving and/or supporting embedding of global tools, including performance dashboards, market research protocols, annual client exit interviews, impact models, quality assessment and client feedback tools. Support country teams to collect and use relevant market data from secondary sources such as national surveys or published reports. Identify ways to leverage routine data to inform programmes outcomes at country level, as well as external sources within these thematic areas .
- **Promote the value of evidence activities and products within the annual business planning process:** Work with country programmes to develop budgeted evidence and research plans to support strategic decision-making and robust evaluation of key donor-funded projects .
- **Act as an advisor to country programme senior management to ensure an effective evidence function:** Communicate the necessary standards, requirements and expectations to ensure a high functioning Evidence team; share templates for job frameworks and interview assessments and play an active part in the recruitment and induction process for Evidence staff, ensuring teams are closely linked with channel leads, marketing and advocacy teams and that evidence is embedded across all aspects of operations .
- **Enable country programmes to co-create MSI ‘success models’:** Communicate the value of MSI channel ‘success models’ (operating guidelines for successful service delivery). Guide local Evidence teams in setting up effective evaluation and learning activities that demonstrate the impact of service innovations on health and social outcomes, and encourage sharing on lessons learned .

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 description in conjunction with the Person Specification for the role, set out below.

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## Signature

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

**Full name:**

**Signature:**

**Date:**

## Person specification

### 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.

### Key & Experience

#### SKILLS

##### Essential

- Proven experience (a minimum of 6 years) working within a research, monitoring & evaluation or analytical role. Including significant experience in data analytics, study design, overseeing/quality assuring research fieldwork, statistical analysis and reporting and disseminating findings
- Proven experience in project and team management

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- Excellent data analysis skills using statistical software packages (STATA or R) and advanced excel skills; experience of advanced quantitative analysis techniques such as Interrupted Time Series Analysis , multilevel regression etc.
- Proven experience with health research, reproductive health, abortion and / or family planning
- Proven experience in writing and editing documents for various audiences, including non-research ones
- Proven experience in communicating analytics and research findings concisely and effectively to a wide range of audiences

## Desirable

- Proven experience working cross culturally and providing technical support to remote teams and in providing technical research assistance and training to staff, including non-researchers in resource constrained settings
- Experienced in utilizing a range of qualitative research methods to answer key challenges / questions
- Experience in evaluating commercial initiatives and deconstructing financial elements of a profit and loss
- Experience with financial modelling and cost effectiveness
- Experience in developing technical proposals, research logframes, case studies

## Formal Education/qualification

- Degree, in public health research, statistics, economics, epidemiology, demographics , health sciences or related discipline – *Essential*
- *Additional qualification or formal training in research design or impact evaluation desirable*
- Proficiency in French highly desirable - *Please state level in application*
- Additional qualification or formal training in research design, epidemiology or impact evaluation , data visualisation such as PowerBI ; advanced excel skills - *Desirable*

## Personal Attributes

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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.

If you're inspired by doing work that directly impacts those most in need, MSI could be a good fit for you. MSI is a fast-paced service delivery organisation. Tangible results are fundamental, and you can directly contribute to them. Our team members often return from the field with incredible stories of the clients we serve and the impact our work has on their lives.

**For this role, we're looking for an individual who is:**

- **Pro Choice.** Energy, drive and passion for purpose and MSI Reproductive Choices' mission, able to inspire others with the MSI mission.
- **Excellent communication skills** both through verbal and written methods, particularly in sharing compelling stories through data, explaining complex ideas simply, and presenting key messages to senior audiences.
- **Highly numerate;** able to analyse and critically query complex data
- **Excellent attention to detail;** methodical and precise
- **Highly developed skills to influence and persuade: ability** to quickly and effectively build relationships with team members and stakeholders at all levels
- **Strong self-starters** with initiative-taking attitudes
- **Supportive of MSI as a "social business"**
- **Flexible attitude** towards working in a fast-changing operating environment. empathetic patience and thoughtfulness even in high-pressure, stressful situations
- **Able to travel internationally**

If you fit the above and are easy-going yet concentrated, eager to help, sharp, capable under pressure, and have an eye for detail, we look forward to hearing from you.

## Our Values

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**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.

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