

Job Description:

Order to Cash Process Lead



General role information	
Job Title:	Order to Cash Process Lead
Reporting to:	Head of Finance Transformation
Salary Band:	16
Notice period:	2 months
Career Band:	5
Budget Responsibility?	No
Direct Reports?	No
Client facing role?	No
About MSI Reproductive Choices	
<p>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.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	
The department/team	
<p>The MSI Global Finance department, led by the CFO, is mainly based in MSI's London Support Office (the head office), in Conway Street, central London.</p> <p>The Global Finance Department includes the Global Accounting Team, Global FP&A, Internal Audit, Global Information Systems and Global Supply Chain.</p>	
The role	

All MSI Reproductive Choices UK job descriptions are 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

Job Description:

Order to Cash Process Lead



The Order to Cash Process Lead owns the end-to-end process and is dedicated to the optimisation and harmonisation of the process across the MSI global partnership. The role works closely with the Head of Finance Transformation in setting and delivering ambitious transformation objectives aligned to strategic outcomes.

The role will define the vision and strategy for the process and develop and implement plans to execute it, skilfully traversing the interplay of people, process, technology, and cost. You will design and institute feedback mechanisms to inform continuous improvement initiatives, ensuring collaboration with appropriate stakeholders and decision makers. You do this adeptly, appreciative of the technical, social, and emergent complexities of a global organisation operating in 37 countries.

Key Responsibilities

Strategy and governance:

- Design and deploy all strategic Order to Cash transformation efforts
- Translate strategy into process maps, objectives, priorities, and projects to implement
- Act as a central point for process decisions and goal setting, and communicate a global strategy
- Instil and oversee a governance framework for the process

Process management and policies:

- Standardise and streamline the end-to-end Order to Cash process
- Design and deploy process controls and global process standards
- Optimise the process in terms of process, people, technology, and costs
- Ensure all process activities are compliant with internal policies and external regulations
- Establish and track process measures, and improve process efficiency, quality, and other KPIs
- Benchmark process performance against past performance, competitors, and top performers
- Implement best practices, and anticipate future state best practices and process trends
- Harmonise business requirements, and align priorities/goals between legal units, teams, and functions
- Mitigate process risks and disruptions, and escalate global issues
- Rectify control and performance gaps, and minimize workflow problems and process variations

Technology:

- Develop a five-year technology roadmap for the process
- Implement integrated, scalable, and automated technology support

All MSI Reproductive Choices UK job descriptions are 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

Job Description:

Order to Cash Process Lead



- Ensure the integrity of systems data and process documentation/reporting

Training:

- Develop process-focused training and guidance material for process workers and stakeholders

Stakeholder and change management:

- Lead all change management efforts related to the process
- Drive performance management of process workers
- Understand the needs of process stakeholders and the challenges facing process workers
- Seamlessly coordinate with other global process owners, align efforts, and capitalise on synergies
- Act as a process champion and spokesperson with the organization
- Build collaborative relationships with other finance roles such as controller, auditors, and treasurer

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 document in conjunction with the Person Specification for the role.

Signature

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

Full name:

Signature:

Date: