

# Job Framework:

Senior Advisor, Digital Transformation



## General role information

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

All MSI Reproductive Choices job framework is 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

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### The role

We're looking for a Senior Advisor to join our Digital Transformation team. In this role, you will optimise the delivery of digital technology solutions across MSI, enabling us to reach more clients with high-quality reproductive health services. This role offers an exciting opportunity to set standards for embedding new technology and improving our ability to deliver client-centred care at scale. Aligning with teams across the organisation, you will have the opportunity to develop digital innovations that have a direct impact on MSI's mission.

We are looking for someone who loves the challenge of leading and advising 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:

- Ensuring alignment with other MSI teams, you will provide strategic advice across the lifecycle of key digital initiatives, monitoring progress and ensuring timely delivery. You'll mentor team members on user-centred approaches to requirements gathering, stakeholder engagement, design, development, pilot, implementation, and benefits realisation.
- You will obtain buy-in from technical teams, suppliers, business owners, business analysts and project managers to define a clear scope for projects and help to prioritise new features and improvements to our current systems.
- You will proactively engage with 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, working groups, organisation of workshops, etc.
- You will guide your team to optimise the support provided to users of our frontline systems, advising on system configuration and ways to improve the use of data for strategic decision-making.
- You will advise 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 challenge team members 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 annual planning processes, advising country programs and regional teams on the digital initiatives most relevant for their context, and obtaining buy-in for implementation schedules and timelines
- You will champion team member development, identifying opportunities for building team capabilities
- You may be required to travel internationally for up to 2 weeks at a time to deliver training or other technical support

### **This role will give you the opportunity to:**

- Directly contribute to MSI's mission – set standards that help teams optimise their use of digital solutions to improve reach, impact, and quality of 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:**

- Communication: 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 ideas and decisions when you need to
- Strategic thinking: you're able to see the bigger picture and how it affects team priorities
- Analytical skills: you have an ability to analyse and interrogate complex data and processes. You know how and when to ask "the tricky questions," ensuring you eliminate any ambiguity
- Problem solving: you're able to come up with creative, relevant, and replicable solutions to challenging issues
- Organisation and prioritisation: you're able to track progress across priorities, ensuring alignment with wider stakeholders and providing a clear steer to your direct reports to deliver with quality and on time
- Proactiveness: you have an ability to identify and act on issues and opportunities before they arise. You're a self-starter and comfortable working independently, including initiating new tasks to ensure continuous improvement.

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- Collaboration: you make 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.
- Technical skills: you're able to quickly understand new technologies, systems, and processes
- User-centred: you ensure that any new initiatives or technologies keep users at the heart
- Leadership: you have a track record of mentoring or leading team members

### Key Experience

**To perform this role, we are looking for a person with the following experience:**

- You have experience advising on digital transformation projects
- 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 understand the power of data-driven decision making and have demonstrable experience supporting organisations to access and use data
- 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 have experience mentoring or leading team members

**Additional skills and experience that we'd welcome:**

- French language skills
- Experience with frontline health management information systems (HMIS) and/or the use of HMIS data
- Experience with call centre CRMs or product sales/sales force automation (SFA) systems
- Experience with different platforms like Microsoft Dynamics, Microsoft Power BI, DHIS2

### 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

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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:

- 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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