Regional Director Eastern and Southern Africa

Job Framework

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<th>Job Title</th>
<th>Regional Director: Eastern and Southern Africa</th>
<th>Cost Centre</th>
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<tbody>
<tr>
<td>Location</td>
<td>London/or potentially within the region</td>
<td>No. of Direct Reports</td>
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<td>Reporting to</td>
<td>VP &amp; International Operations Director</td>
<td>Budget (Y/N)</td>
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<td>Responsibilities</td>
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The Function

The International Operations Department plays a critical role in the work of our country programmes which deliver quality, client centred family planning and safe abortion services to our clients around the world. It is responsible for ensuring that our programmes are positioned to deliver results, drive growth, achieve programmatic and operational excellence, are committed to implementing best practices at scale, while simultaneously adhering to core programmatic and operational standards.

The Role

You will line manage the Country Directors of eight Programmes (Ethiopia, Kenya, Madagascar, Malawi, Tanzania, Uganda, Zambia and Zimbabwe) to provide them with strong leadership and ensure that results align with Marie Stopes International’s (MSI’s) mission and strategic plan. Working closely with the COO you will have significant internal and external facing responsibilities ranging from ensuring compliance with MSI’s internal standards for service delivery and operational excellence to representing MSI vis-a-vis donors and strategic stakeholders. You will also be responsible for managing the Regional Support Team and coordinating with MSI’s support departments to ensure Country Programmes have the capacity and ability to meet their targets and take a leading role in the delivery of SRH services in the markets they operate in.

Key Responsibilities

Leadership

- Oversight of country programmes in executing, managing and evaluating their work, ensuring strategic objectives are met and country programmes deliver our mission in an environment that encourages continuous improvement, collaborative decision making and operational excellence.
- Set objectives and benchmarks for country programmes, adjusting and refining through the analysis on monthly data.
- Provide regular strategic guidance and support to Country Directors through monthly monitoring, quarterly and annual reviews of their annual business plans and operating budgets.
- Ensure robust annual business plans are developed for each Country Programme and implementation aligns with MSI’s strategic priorities, values and behaviours.
- Lead and develop individual and team capacity by building high performing teams, identifying and promoting talent and managing performance.
- Ensure country directors identify, promote and develop in-country talent, and have high performing individuals in their senior management teams and critical in-country roles.
- Promote programme to programme exchange across the region and beyond.
- Link Country Programmes with different teams at the London Support Office to create synergies and actively seek out opportunities and outstanding results.
- Represent MSI in the region and globally as and when required.
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Operations
- Foster a disciplined management culture and social business approach across the team, constantly seeking feedback and continual improvement
- Ensure Country Directors follow up on agreed organisational assessment/audits, guidance regarding strategy, systems and standards, clinical quality and operational excellence
- Ensure quality standards are maintained throughout the region, maximizing value for money and impact for those who have unmet need of our services
- Promote and maintain an environment that values the health and safety of yourself, our team and our clients
- Promote learning and knowledge sharing. Identify learnings and best practices and improve internal operations with an eye towards future needs
- Use external and internal business intelligence and expertise to support the on-going improvement of country programme performance and delivery as an evolving social business
- Facilitate provision of appropriate and timely technical support to country programmes
- Work with channel leads and technical experts to ensure country programmes are developing, strengthening and innovating in line with MSIs strategic vision and objectives.
- Ensure effective communication between the support office, and regional and field based teams
- Lead the support office team to deliver outstanding client-focused support to country programmes
- Ensure donor funded projects are implemented successfully, on time and in line with donor requirements together with accurate reporting

Strategy & Development
- Responsible for the strategic development of the region; setting the framework for shaping long term and short term plans for growth and strategic response to increasing demand for MSI services
- Work with country programmes to develop future sustainability/resource development strategies which include a diversity of income streams (donor engagement, government contracts, insurance payments, user fees, etc.). Ensure high-quality resource development plans and projections are in place
- Identify new regional funding opportunities and work with the Strategy & Development Team to capitalise on those opportunities
- Ensure that the mode of service and the services offerings align with MSI’s mission, vision and objectives.

Finance and Governance
- Improve the bottom line for the region through increased efficiency of operations, sound financial management, revenue growth and optimising earned income from selected MSI outlets
- Formulate and control budgets to ensure effective monitoring takes place to identify potential business risks and advise on appropriate action to overcome adverse variations and/or trends
- Ensure strong financial management and robust internal controls are in place for the region and that the programme adheres to local statutory obligations, MSI audit standards and international development donor requirements
- Initiate data validation audits when and where needed and lead innovations to improve data management in the Region
- Ensure all countries legal entities fully acquit their statutory and regulatory responsibilities whether they are branch offices or independent entities
- Establish, manage and monitor the annual support office regional support team budget and quarterly reforecasting process

Security
- Ensure all MSI security protocols are in place and monitored within the region
- Ensure the country programmes within the region fully meet duty of care requirements and operates within MSI’s Global Security Framework
- Ensure that team members and visitors receive full in-country briefings covering the context, risks and security rules
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Accountability and Partnership

- Promote One MSI, encouraging cooperation and supporting learning across the partnership
- Ensure the MSI Partnership Manual guidelines are observed, meeting MSI best practice and minimum standards
- Ensure country programmes human resource policies and processes and procedures are in line with best practice and local legislation
- Actively participate in regional and international meetings of the MSI Global Partnership
- Undertake any other responsibilities, which contribute to the efficient running of the organisation, its programmes and its future development

Experience

- Proven experience of running a country programme within a complex, multi-regional business
- Experience of developing and successfully implementing business plans and growth strategies, with a track record of aligning resources with key priorities, keeping management teams focused on critical milestones and consistently achieving results
- Effective interpersonal skills, with the ability to lead, motivate and guide Country Programmes. Proven ability to effectively communicate ideas, proposals, issues and implications at Executive level
- Experience of communicating a range of complex issues with the ability to convey an inspiring vision and purpose both within operations and where appropriate across other business functions.
- An understanding of major policies/ issues of large bilateral/multilateral donors strong working knowledge of business practices
- An international mind-set, with an understanding of, and empathy for, the development sector, together with an appreciation for cultural differences
- **Experience in leading a social business preferably in a developing country.**
- Experience of formulating and controlling budgets to ensure effective monitoring takes place.
- Preferably experience in pharmaceuticals or another activity in the private health sector
- Proven risk management capability with subject matter understanding of legal and regulatory requirements.
- Driven significant strategic cultural and structural change (processes and technology) within an international multisite organisation
- Understanding of the issues surrounding provision of reproductive health care services internationally
- A reputation for ‘making things happen’, operating at pace and delivering effectively through others

Qualifications and Training (essential/desirable)

- Educated to degree level
- Relevant post-graduate qualification e.g. MBA, MSc, MA (desirable)
- Project Management Training (desirable)

Personal Attributes

- Energy, drive and unwavering commitment for MSI’s mission, with the ability to push boundaries, and make tough decisions and challenge others in line with our mission
- Passionate about our clients and strives to consistently meet and exceed expectations, putting the clients at the centre of everything, and ensuring we deliver high quality, high impact services that meet their individual needs
- Highly motivated with the ability to motivate and develop the skills of the team and inspire individuals and teams through situational leadership and by providing clear direction
- Works as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures
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- Ability to influence key stakeholders at all levels both internally and externally within the organisation. Acts as a true MSI ambassador
- A commercial mind-set, understanding the levers for profitability for success within the marketplace. Focuses on results, ensuring long term sustainability and increased impact
- Takes accountability for the decisions made and the behaviours demonstrated
- Aware of the emerging developments within our sector, with the ability to focus and articulate a vision of the future which inspires and excites others, while understanding the detail and looking for the evidence
- Highest levels of integrity, and a strong ethical sense
- Knowledge and experience of the region
- Ability to travel extensively throughout the region and internationally to represent the region both internally and externally
Team Member Behaviours

Work as One MSI
• You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.
• You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
• You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity
• You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
• You are courageous in challenging others and taking appropriate managed risks.

Develop and grow
• You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
• You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always
• You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
• You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)
• You inspire individuals and teams, through situational leadership, providing clear direction.
• You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
• You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
• You articulate a vision of the future which inspires and excites others.

 MSI Values
• Mission driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance
• Client centred: We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
• Accountable: We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
• 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