

Technical Services Team Coordinator



Job Framework

Job Title	TSD Team Coordinator	Cost Centre	TSD Management
Location	Conway Street, London	No. of Direct Reports	0
Reporting to	Evidence to Action Director	Budget Responsibilities (Y/N)	N

Who we are

At Marie Stopes International 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 Function

The Technical Services Department (TSD) provides technical and operational support to MSI in order to be more effective and efficient – it is the 'technical teams' that innovate, provide technical assistance, build capacity, provide quality control, quality assurance and standard setting. The department consists of four core teams: Channel Management, Evidence to Action (E2A), Global Marketing, Commercial sales

The Role

Provision of high level and pro-active support to the TSD team, the role includes undertaking a wide range of administrative assistance that enables the team to work efficiently and effectively. financial processing including the raising of purchase orders (electronically), the allocation of salary coding and supporting cost centre managers in the administration aspect of their cost centres, as required, such as reviewing monthly transaction reports.

Day to day line management and supervision for the post holder will be by the Evidence to Action Director however, the roles supports the entire Technical Services team.

Key Responsibilities

1. Providing effective support managing travel and meetings

The TSD team is highly dynamic (c 30 people) traveling intensively to a wide range of international locations (from Afghanistan to Zimbabwe). Meetings can vary from simple skype calls to more complex, large multi-national groups set in overseas locations. Thoughtful, high attention to detail, with confidence in managing technology to set up calls, meetings combined with ability to problem solve is essential

- Assist all TSD team members with their travel itineraries; including: obtaining relevant travel visas and associated documentation, obtaining air tickets and arranging accommodation as well as internal UK travel as appropriate.
- Ensuring all travel Terms of Reference/trip reports are circulated and stored in MSI intranet filing system
- Assist with the logistical arrangements for large full team events such as off-site meetings – booking venues/catering/activities etc.

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- Booking meeting rooms for departmental / individual meetings as required using internal system and at external locations
 - Maintaining and updating the departmental diary tracker (recording both leave and travel) and sending reminders for weekly completion
 - For the E2A and marketing teams help organise team meeting calendar (scheduling chairs/note-takers/skype-minders; inviting external participants; reminding team of deadlines)
 - Support the induction planning for new starters (ensuring laptops ordered on time; induction meetings set up and scheduled appropriately)
 - Undertake ad-hoc meeting arrangements on behalf of TSD team heads.
 - Ordering of office stationery and supplies as appropriate.
 - Basic cover/support for the Vice President and Director of Technical Services Department in the absence of her EA.
- 2. Financial: raising purchase orders and allocating costs against appropriate cost centres and supporting timesheet management**
- Effective management of spend is a pre-requisite for the organisation. All TSD departmental purchases must be managed efficiently and effectively so that purchase orders are raised, tracked and suppliers paid on time (working with a wide range of complex systems and processes). The MSI time sheet system allocates costs to projects and needs to be maintained with a high level of discipline and proactive follow-up.*
- For all TSD raising purchase orders electronically, goods receipting and processing payments following up on payment / PO queries and any anomalies. Proactively liaising with the appropriate TSD & donor teams to address cost coding
 - Liaising with the appropriate finance teams to set up new suppliers on the system.
 - Contracting support for suppliers (consultants, preferred suppliers, research partners, design agencies) (creating contracts, due diligence paperwork, etc.)
 - Provide team members with advice on cost centre and donor funding codes; as well as providing information on the appropriate sources of funding available to and the relevant codes. anomalies.
 - Undertake monthly salary costs coding and advise team members accordingly as to what hours can be allocated on their timesheets.
- 3. Managing content and access requests for MSI's Intranet pages MoreTogether using the 0365 platform**
- TSD uses a digital communications system to ensure information is effectively disseminated, the Office 365 platform. To be effective as a solution it requires being up to date with news stories; distribution group management, loading files and is proactively managed & championed. A desire to help utilise the power of digital communications and be a "power user" within the organisation is a key requirement for success*
- Operate as "power user" for MoreTogether so can update pages as requested by team heads and assist in the maintenance of departmental Outlook distribution lists; One Drive folders and global community group pages.
 - Accept member requests and manage access to the various groups/pages
- 4. Supporting team with presentations and report writing**
- TSD is charged with building best practice and helping to coach this into the organisation. This demands use of a wide range of written materials. The TC role supports the team with excel, word, PowerPoint reports and presentations. Ability to transform words into powerful compelling graphical charts and reports aids the team to be even more effective*
- 5. Specific departmental support and projects**
- There are some specific requirements in this role that specifically help the Evidence to Action (E2A) team to run effectively (team charged with developing tools, systems and collecting monitoring & evaluation data and then turning this data into insights). In addition, there will other departmental related projects to be managed on an adhoc basis*
- For the E2A team ensure "study tracking" is maintained (updating the research matrix, reminding team etc.)

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- Maintain Tracking sheet for the E2A team for the channel success models (incl. links, doc updates, doc ownership on office 365). Liaise with team members for document updates 1/quarter and also help support maintenance of the Evidence library
- For the E2A team ensure “study tracking” is maintained (updating the research matrix, reminding team etc.)
- Manage Ethics team invoices for the E2A team; add necessary coding from tracking spreadsheet, update spreadsheet, send for approval, raise POs for payment. Closely collaborating with E2A and the safeguarding team to ensure smooth administration of ethics team

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

Experience

- Experience of raising purchase orders electronically and undertaking similar financial related work
- Experience of providing high level admin support to a large, fast moving team working ideally for an international organisation
- Experience of arranging sometimes complex international travel including organising visas for multiple countries
- Experience of working with multiple calendars for scheduling meetings and travel
- Experienced in working with office 365, SharePoint and its suite of solutions

Technical Skills & Qualifications

- GCSE (or UK/international equivalent) mathematics and English language to Grade C or above
- Excellent numeracy and literacy skills
- Competency in the following Microsoft Office packages
 - (E): Outlook (advanced), Excel (intermediate-advanced), Word (advanced) and PowerPoint (advanced)
 - Office 365 suite (experience is desirable, although training can be provided).
- French speaking

Personal Attributes

- An effective communicator, skilled in developing and maintaining excellent working relationships within a fast paced, dynamic multicultural environment. Enjoy collaboration and team working
- A confident, resilient self-starter, proactive with the motivation and desire to find solutions to problems and able to work on own initiative and also challenge the status quo
- Flexible and adaptable and can deal with ambiguity comfortably
- Excellent attention to detail
- Calm under pressure
- Outgoing, warm, positive attitude and willingness to sometimes ‘go above and beyond’.
- Ability to effectively focus on tasks at hand as well as able to multi task and prioritise changing and conflicting priorities
- Project a professional image as a key ambassador of the department
- Must be pro-choice!

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MSI Behaviours and Values

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.

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