

JOB FRAMEWORK

Managing Director/Country Director, Bangladesh (Ref: MSI/834)

Marie Stopes Clinic Society (MSCS) is a results-orientated Social Business, which uses modern management and marketing techniques to provide family planning, reproductive and sexual healthcare and allied services. MSCS' goal is to be the leading provider of quality reproductive health services particularly for the poor and underserved. MSCS is part of Marie Stopes International's Global Partnership, which operates in over 40 countries worldwide.

The key requirements for this post are:

- initiative
- energy
- persistence
- results orientation
- drive
- integrity
- enthusiasm
- commitment to personal development

To further MSI's partnership mission of: **enabling individuals to have children by choice not chance** and MSCS' mission of **improving reproductive health of women, men and young people of Bangladesh.**

Job Title:	Managing Director/Country Director
Location:	Bangladesh
Reporting to:	The Board of Directors of MSCS, Regional Director South Asia and Arab world and (ultimately) Chief Executive Officer of MSI
Duration of contract:	Open ended
Probationary period:	6 months, with 3 and 6 month reviews

SUMMARY OF ROLE

The Managing Director/Country Director is responsible for a successful and sustainable MSCS programme. MSCS programme consists of about 100 static service delivery points (SDPs) (clinics upgraded mini clinics, mini clinics), and more than 300 outreach SDPs (mobile/satellite services at workplaces, Drop in centres, other NGO clinics, programmes within vulnerable/high risk groups). S/he ensures the attainment of MSCS goals and objectives and provides leadership to the MSCS team, consisting of 1200 team members and 300 volunteers to develop, implement and expand the national programme efficiently and effectively.

The Managing Director/Country Director is expected to ensure good collaboration and coordination with key stakeholders while ensuring the integrity and effectiveness of MSCS's distinct contribution to the attainment of these objectives. The post involves travel within Bangladesh and externally.

Responsibilities

1. Programme implementation (to be reviewed at 3 months and 6 months and after that on an annual basis)

Objective 1: Ensuring continued delivery of high quality services across all existing static and outreach centres, and in NGO partnership sites

- Continue to develop and strengthen systems and processes to support field level operations, including provision of technical and management support, development of improved health systems functions, central as well as local level marketing and promotion
- Oversee and guide maintenance of effective relationship with important stakeholders at central and local levels, particularly with Government of Bangladesh's Family Planning Directorate and numerous NGO partners
- Provide appropriate guidance and intervention to clinic/outreach teams in overcoming difficult/unforeseen situations
- Ensure quality of care is maintained at all times and in all service delivery locations
- Ensure timely and accurate collection and collation of statistics and information, and timely reporting to MSI, Government of Bangladesh and donors
- Ensure effective communication between head office and field based teams

Objective 2: Ensuring timely and quality implementation of all existing externally funded projects

- Provide support and guidance to the Programme Development and Services Teams in designing and establishing interventions
- Ensure timely and coordinated support to the Programme Development Team from HR, Administration and Finance teams
- Oversee the implementation of donor funded projects, to ensure satisfactory delivery of project outputs
- Maintain regular high level contacts with important donor agencies to facilitate project implementation
- Taking lead role in managing formal review/evaluation missions

Objective 3: Supporting maintenance and further development of policies, systems and processes

- Periodically review and revise organisational policies to keep them in line with global (and MSI) best practises
- Identify the need to develop and introduce policies in areas of emerging needs. Facilitate effective implementation of those policies
- Provide inputs and guidance for incremental improvement in quality of care delivered in all MSC's Service Delivery Points; Provide leadership to the Medical Advisory Team
- Work with MSI London and local team to develop a more sophisticated and responsive MIS system
- Ensure a work-friendly environment in MSCS' head office and SDPs
- Foster gender sensitive, participatory and rights based approaches and policies throughout the organisation
- To effectively promote all aspects of the programme to target groups and to establish strong corporate brand and identity

2. Strategic/Annual Planning and Feedback

Objective: Successful strategic development and further expansion of MSCS, in line with the values of the MSI Global Partnership and the end goal of a sustainable organisation leading the way in the sector.

- Lead the development of strategic plans, in liaison with MSI UK, aimed at maximising the opportunities available to MSCS as a sustainable, long term, leading Reproductive Health service organisation
- Maintain an overview of key developments in the sector and in the country relevant to MSCS strategy and utilise this planning
- Review and update Strategy/Plan as required in the light of changing circumstances
- Oversee the development of annual Strategic Business Plan and corresponding budget, drawn up with full participation of relevant head office and field team
- Undertake periodic reviews/evaluations of the programme/intervention(s) to get feedback for improvement
- Periodically review and strengthen the mechanism for setting clinic targets and bonus schemes; Provide leadership in deciding annual performance targets for head office and operations

3. Team Leadership

Objective: *A motivated, productive and appropriately managed MSCS team*

- Provide overall leadership and direction to the team
- Foster MSI Management culture and social business approach across the MSCS team. Uphold the culture of participatory decision making
- Continually develop and strengthen the Senior Management Team (SMT); Periodically review the Terms of Reference for the SMT, as need arises
- Work on succession planning on an ongoing basis
- Facilitate the recruitment and retention of high calibre, dedicated, well skilled team members across the organisation
- Ensure periodic updating of MSCS' human resource systems and procedures to keep them in line with MSI and global best practises
- Ensure that skill requirements are identified and that team members receive appropriate training to support them in performing well in their role
- Ensure that effective and appropriate external technical assistance is called on to provide high quality inputs and outputs

4. Finance Function

Objective: *MSCS has good financial health*

- Ensure effective financial management and accounting systems following MSI and international standards are used and maintained
- Ensure MSCS adheres to all local statutory obligations
- Ensure that management teams are provided with and understand key financial and statistical performance information in a timely manner to be used for decision making
- Ensure that cash flow and expenditure against budget is regularly monitored and corrective action is planned and taken where needed
- Ensure that all organisational assets are adequately accounted for and protected
- Ensure skills building of the finance team in SUN system
- Guide and oversee the work of Internal Audit Team; be the reporting body for that Team
- Participate actively in the Finance Committees appointment by the Board of Directors

5. External relations and resource development

Objective: Ensure MSCS is well regarded, well resourced and influential

- Build and maintain good relations with central and local government, relevant health professional, businesses, NGOs and community groups, as appropriate, in order to secure a high level of support for the programme among relevant groups and individuals
- Actively seek and secure increased financial resources for further programme expansion and ongoing programme development
- Maintain good relations with development partners and Government of Bangladesh agencies
- Work towards inclusion of MSCS in major relevant policy formulating bodies; actively participate in activities of such bodies
- Play a catalytic role in transforming service delivery in the RH sector through knowledge dissemination, advocacy, demonstration and other means
- Continue to contribute to in-country capacity building by providing training to external agencies

6. Accountability to Boards of Directors and MSI

Objective 1: Full accountability to the Boards of Directors

- Participate in/facilitate board meetings, AGMs and other meetings/forums called/appointed by the Board
- Ensure that all statutory requirements/obligations of all 5 entities are fulfilled in time and with quality
- Oversee and guide the work of the Company Secretary
- Seek guidance from the Board in matters of strategic/legal importance
- Work as a bridge between the Board(s) and MSI

Objective 2: A fruitful and harmonious working partnership

- Agree strategic and annual plans with MSI and liaise closely with MSI over resource development
- Report to MSI in a timely fashion in accordance with MSI requirements
- Ensure that the Partnership manual guidelines are observed
- Actively participate in occasional regional or international meetings of the MSI partnership as required

7. Other

- Any other duties that ensure the smooth and effective running of MSCS

Key Performance Indicators Year One:

- 1. MD/CD and SMT work together effectively as a team**
- 2. 2009 SBP targets are achieved to a satisfactory level**
- 3. Key deliverables are achieved in time**
- 4. Development of a trusting and mutually respectful relationship between the Board and MD/CD**
- 5. Active role played by MD/CD in at least 2 national level forums/issues/events**
- 6. Reporting to MSI is timely and of good quality**
- 7. Evidence based decision making concept is internalised by relevant quarters of the organisation, and used for planning/reporting.**

PERSON PROFILE

All requirements are essential unless otherwise stated:

Qualifications/Experience:

- in-depth understanding of the issues surrounding provision of reproductive health care services internationally
- understanding of major policies / issues of large bilateral/multilateral donors
- strong working knowledge of business practices
- strong strategic management experience
- understanding of research processes
- significant project/ programme management experience gained within the reproductive healthcare sector or related field
- experience in leveraging funding from donors
- demonstrated experience in team management and leadership
- proven ability to work in partnership with other NGO's, government bodies etc., to achieve project/programme objectives
- experience of implementing service delivery projects/programmes
- experience of running a country programme would be a distinct advantage
- experience in financial planning/ management and institutional fundraising
- track record in achieving financial and non-financial targets

Skills and Abilities:

- advanced interpersonal/ communication skills - both oral and written
- leadership skills; able to build effective teams
- analytical and organisational skills
- strategic planning skills
- negotiation skills
- fluency in English essential, and Bangla/Bengali very desirable

Personal and Social Skills:

- inspirational and persuasive
- collaborative approach to team working
- strong personal commitment to the goals of MSCS and the MSI Global Partnership and the vision to put it into practice

Other:

- able to travel extensively both in-country and overseas
- candidates must be pro-choice on abortion

For further information contact (Ms) Hazel Douglas at Oxford HR – hdouglas@oxfordhr.co.uk or via www.oxfordhr.co.uk