

# Job Framework, Country Director, Zambia



## Purpose:

The Country Director (CD) is responsible for a successful and sustainable development of Marie Stopes International Zambia (MSIZ). S/he ensures the attainment of MSIZ's goals and objectives and provides leadership to the MSIZ team to develop, implement and expand the national programme efficiently and effectively and maximising the impact on the sexual and reproductive health of the population of Zambia.

Job Title:	Location:	Reporting to:	Probationary Period:
Country Director	Lusaka, Zambia	Regional Director of East and Southern Africa, ultimately responsible to the CEO of MSI	6 months, with 3 and 6 monthly reviews

Marie Stopes International (MSI) is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes in the UK and overseas.

The primary responsibility of this role is to further MSI's Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individuals right to: **CHILDREN BY CHOICE NOT CHANCE**

It is a role requirement that the job holder must fully comply with, promote and live **MSI CORE VALUES**:

mission driven	customer focused	results orientated	pioneering	sustainable	people centered
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Key Responsibilities	Measure
<p><b>External relations and resource development; ensure MSIZ is well regarded, well resourced and influential</b></p> <ul style="list-style-type: none"> <li>Build and maintain excellent relations with central and local government, relevant health professionals, businesses, NGOs and community groups, as appropriate, in order to secure a high level of support for the programme among relevant groups and individuals.</li> <li>Actively seek and secure increased financial resources for further programme expansion and ongoing programme development including securing funding for support office in Lusaka and MSI technical assistance and management support.</li> <li>Maintain excellent relations with donor agencies.</li> <li>Ensure donor reports are on time and to a high standard.</li> <li>Ensure MSIZ is a leading voice in Zambia on sexual and reproductive health issues.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of regular contacts and interactions with donor representatives</li> <li>New funding secured to cover existing and new activities and support costs</li> <li>Evidence of regular contacts and interactions with donor representatives</li> <li>All donor reports submitted on time and to a high standard</li> <li>MSIZ invited to key meetings on SRH in Zambia and MSIZ recommendations taken on board</li> </ul>
<p><b>Strategic and Annual Planning; Successful strategic development and national expansion of MSIZ, in line with the values of the MSI Global Partnership and the end goal of a sustainable organisation leading the way in the sector</b></p> <ul style="list-style-type: none"> <li>Lead the development of strategic and business plans with strong participation from the team, aimed at maximising the opportunities available to MSIZ as a sustainable, long term, leading service organisation.</li> <li>Maintain an overview of key developments in the sector and in the country relevant to MSIZ strategy and utilise this in planning.</li> </ul>	<ul style="list-style-type: none"> <li>Robust and thoughtful strategic and business plans developed by the team and implemented</li> <li>Current national and international developments factored into on-going plans</li> </ul>
<p><b>Key Responsibilities</b></p> <p><b>Finance; MSIZ is in excellent financial health</b></p>	<p><b>Measure</b></p>

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- Ensure effective financial management and accounting systems, ensuring MSI Global Partnership, national and international standards are established, used and maintained.
- Ensure MSIZ adheres to all local statutory obligations and is in compliance with donor contracts.
- Ensure the management team (including regional and centre managers) are provided with, and understand, key financial and statistical performance information in a timely manner to be used for decision making.
- Ensure that MSIZ sends accurate and timely monthly financial and statistical reports to MSI.
- Ensure preparation of organisational cash flow and monitor cash flow and expenditure against budget, ensuring corrective action is planned and taken where needed.
- Management of balance sheet including monitoring of creditors and debtors.

- Unqualified External Audit, Internal Audit (only low risk areas identified) and MSI Financial Scorecard (75% or over)
- All annual returns submitted to relevant bodies on time – evidence of this is sent to London: donor and MSI Audits
- Evidence that management team understand organisational performance and take decisions accordingly
- Accounts sent to London by 21<sup>st</sup> of the following month
- Cash flow managed on a monthly basis
- Low level of creditors and debtors maintained

## Programme Implementation; Ensuring continued delivery of high quality services across all service delivery channels

- Continue to develop and strengthen systems and processes to support field level operations, including provision of technical and management support, and central as well as local level marketing and promotion.
- Robust monitoring systems established and utilised across the programme.
- Oversee and guide maintenance of effective relationship with important stakeholders at central and local levels.
- Provide appropriate guidance and intervention to service delivery 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 Zambia and donors.
- Ensure effective communication across the organisation.

- Quantitative service results and efficiency indicators (KPIs)
- Monitoring plan – audits and scans
- Inclusion of MSIZ activities in national and district plans
- Effective management of emergency and crisis situations. All clinical complications reported to MDT in London.
- Client exit surveys, Clinicscans, Choice Audit, Starscan and QTA
- Timely submission of reports – accuracy of data validated through internal audit
- Awareness of key results and activities across organisation

## Programme Implementation; Ensuring timely and quality implementation of all existing MSI and externally funded projects

- Provide support and guidance to the Operations and Projects teams in designing and establishing strategic and appropriate interventions.
- Oversee the implementation of donor funded projects to ensure high quality delivery of project outputs.

- High quality proposals and budgets submitted that are in alignment with MSIZ and MSI strategic priorities
- High quality implementation - project tracking internal reports and donor reports (signed off by CD) and audits

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- Maintain regular high level contacts with important donor agencies to facilitate project implementation.
- Taking lead role in managing formal review/evaluation missions.

- Evidence of regular communication with donor – informing MSI and donor when there are delays in implementation
- Well planned evaluation – documentation and field visits prepared in advance

## Team Leadership; A motivated, productive and appropriately managed MSIZ team

- Provide overall leadership and strategic direction to the team.
- Foster MSI core values across the MSIZ team.
- Plan and budget, with the management team, for MSIZ human resources requirements to meet its objectives.
- Directly manage all of MSIZ's Senior Management Team, to include recruitment, induction, performance monitoring, motivation, support to personal development and dealing with disciplinary issues in line with MSI personnel policies.
- Ensure that good human resource systems and procedures, in line with best practice, are developed and implemented.
- 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.

- Organisational performance; Organisational Development Tool completed and continually improving scores received
- Employee satisfaction surveys continually improving results. Organisational performance improves
- Business Plans completed on time
- Performance Plus Appraisals completed at least annually and individual development plans prepared
- Organisational Development Tool
- Organisational Performance including audits and report. PDPs in place for all team members
- Organisational Performance improves continuously

## Accountability and Governance; a fruitful and harmonious working relationship

- Agree strategic and annual plans with MSI and liaise closely with MSI over resource development and negotiations with government and donors.
- Report to MSI in a timely fashion in accordance with Partnership requirements.
- Ensure that the MSI Partnership Manual guidelines are observed and ensure that the programme adheres to the MSI Global Partnership Agreement.
- Actively participate in occasional regional or international meetings of the MSI Global Partnership as required.
- Share knowledge and evidence of lessons learnt and best practice with MSI Partnership and other key stakeholders.
- Manage the relationship with local lawyers / local company secretary and ensuring service delivery from these providers in order to meet responsibilities above .

- High quality business plan and strategic plan developed and agreed with stakeholders
- Monthly reports received by agreed deadline
- Results of Scans/Audits and Organisational Development Tool
- Level of participation (presentations, etc) at MSI meetings
- Knowledge disseminated through reports, Open Door and conferences.
- As above

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- Ensure renewal of any agreement / MOU with the government / or government department allowing MSIZ to continue operating in-country.

- Updated MoU shared with London and agreed

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## Skills and Experience

### Qualifications:

- Relevant University Degree or further education - desirable

### Experience:

- 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 basic research processes and evidence-based programming
- significant project/ programme management experience gained within the reproductive healthcare sector or related field
- track record in leveraging funding from institutional donors
- demonstrated experience in team management and leadership
- proven ability to work in partnership with other NGOs, government bodies etc., to achieve project/programme objectives
- experience of implementing service delivery projects/programmes
- experience of running a similar country programme would be a distinct advantage
- experience in financial planning/management
- track record in achieving financial and non-financial targets

### Skills:

- advanced interpersonal/ communication skills - both oral and written
- leadership skills; able to build effective teams
- analytical and organisational skills
- strategic planning skills
- fundraising and negotiation skills
- ability to identify innovative programmatic ideas and ensure they are well implemented

### Attitude / Motivation:

- inspirational, dynamic and persuasive
- collaborative approach to team working
- strong personal commitment to the goals of MSIZ and the MSI Global Partnership and the vision to put it into practice
- able to travel extensively both in-country and overseas

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- self-aware and willingness to learn