



MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

APPLICATION INFORMATION PACK

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| JOB TITLE: | Change Delivery Lead |
| DEPARTMENT: | Planning and Accountability Unit |
| HOURS: | Full time, 37.5 hours per week – Mon-Fri |
| LENGTH OF CONTRACT: | Fixed Term Contract, 24 months |
| LOCATION: | London – hybrid, 2 days per week London Office (including Wednesdays) |
| REPORTS TO (JOB TITLE): | Head of Policy, Risk and Planning |
| SALARY: | <p>Salary: £61,531.29 to £75,204.91 per annum Internal salary grade: 17</p> <p><i>Salary is offered in line with our pay framework and typically starts at the entry point of the band. Salary increases are considered annually and are subject to our appraisal and performance review process.</i></p> |
| BENEFITS: | <p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p> |

JOB PURPOSE

The Change Delivery Lead defines, manages and delivers MSF UK's organisation-wide change programme, incorporating priority projects identified in the 2026/27 Plan. The role ensures that benefits realisation and process improvement are embedded from the outset, delivering sustainable improvements in efficiency and effectiveness to enable MSF UK's Strategic Direction 2026/31.

OVERVIEW OF DEPARTMENT

The Change Delivery Team is a new team being established within MSF UK's Planning and Accountability Unit (PAU). The PAU is one of the General Direction Support Units (GDSUs) at MSF UK which enables the organisation to operate efficiently and effectively. The PAU consists of four teams:

- **The Change Delivery Team:** responsible for the delivery of priority projects to deliver transformational change across the organisation.
- **The Policy, Risk and Planning Team:** responsible for developing strategy, running risk management (including risk transfer via organisational insurances) and organisational planning cycles, business continuity planning and the management of MSF UK's internal policies.
- **The Transparency and Accountability Team:** responsible for the coordination of MSF UK's grant giving and external reporting, information governance and security, compliance with data protection legislation, providing timely and accurate management information relating to performance against strategic objectives and organisational health to support informed decision-making and internal audit.
- **The In-House Solicitor:** responsible for managing legal risk across the organisation and managing relationships with external legal advisors.

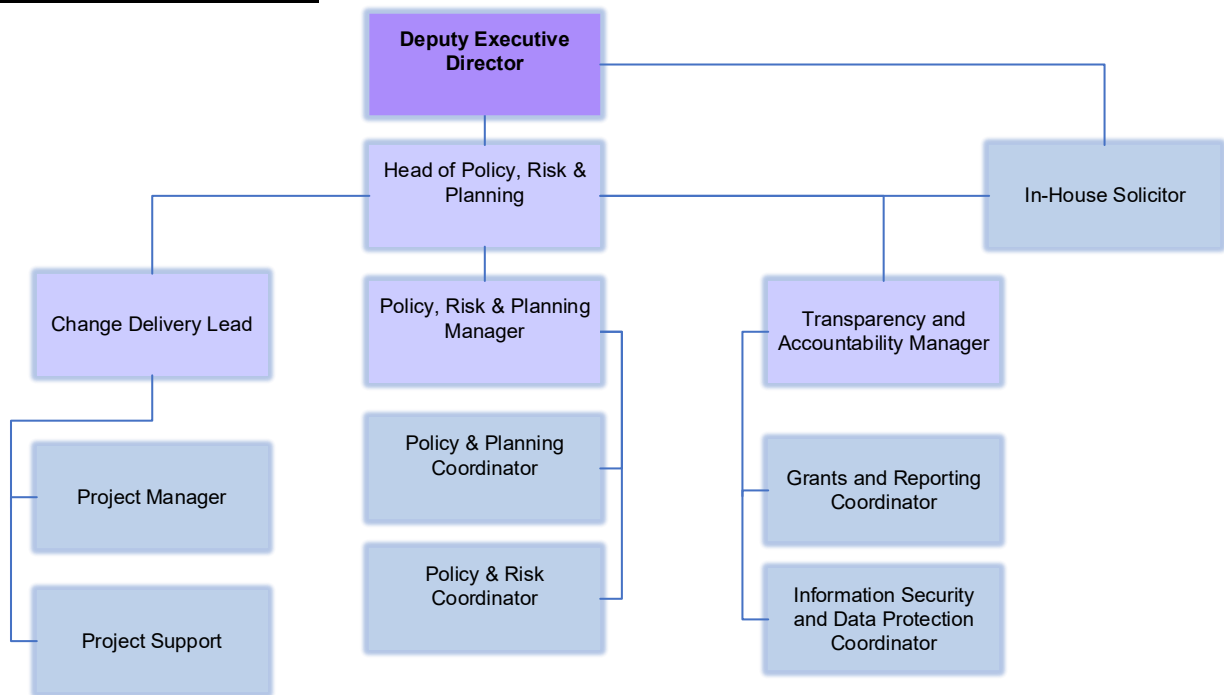
DIMENSIONS

The Change Delivery Lead will be responsible for identifying and defining all aspects of MSF UK's Change Programme including programme management arrangements and recruiting a core Change Management Team consisting of two further fixed-term contract staff (a junior Project Manager and a Project Support Officer) as well as sourcing any further internal or external project management support for specific projects as may be justified by the relevant business case and agreed by the Programme Board.

The Change Delivery Lead will need to establish or work with existing programme/project/continuous improvement teams, working with relevant Activity Managers on a matrix basis. They will engage subject matter experts from across the organisation including IT, digital, policy, legal, data protection, procurement, safeguarding and equality, diversity and inclusion.

Projects will vary in size and budget ranging from process improvement projects with no financial budget attached to a value up to approximately £250,000.

ORGANISATIONAL STRUCTURE



CONTEXT

As part of MSF UK's Strategic Direction 26/31, significant growth is planned to maximise our income generation, increase the impact of our advocacy work and strengthen the ways that we can support humanitarian operational priorities by drawing on the strengths of the UK labour market.

To underpin the delivery of this strategy, MSF UK has identified a series of potential change management projects to deliver improvements to our information systems infrastructure, data strategy and digital capability (potentially including AI implementation) within our People, Fundraising, Finance, IT, Business Planning, Compliance and

Governance Teams underpinned by a systematic approach to process review and improvement, placing emphasis on the quality of user-experience.

The key objective of the role is to drive efficiency and effectiveness through our systems and processes so that we can support the growth of the organisation while maintaining (and even reducing) the ratio of expenditure spent on our internal services, business operations and support functions in order that we can direct as much of our income as possible towards MSF's medical-humanitarian operations.

ACCOUNTABILITIES

- To establish programme organisation, recruit programme team members and establish relationships with key internal and external stakeholders and suppliers.
- Engage with senior stakeholders to define the priority of respective projects to be incorporated within the programme.
- Confirm project mandates and initiate projects identified according to the timescales agreed in the programme including benefits realisation plan.
- Baseline key performance indicators for target activities to enable measurement of benefits.
- Monitor and report against performance measures according to the benefits realisation plan.
- With the Policy, Risk and Planning Team, develop MSF UK's suite of project management and process improvement standards supported by a toolbox for MSF UK staff.
- With the Head of Talent Development, design and deliver a learning and development offer to embed project management and process improvement techniques within the organisation.

KEY PERFORMANCE INDICATORS

- Programme Plan agreed by MSF UK's Committee of Directors that supports their department workplans, risk registers and strategic blueprints.
- Change and Process Improvement Projects documented and resourced with buy-in from relevant teams, detailed timelines and expected efficiencies.
- Baseline performance indicators captured for processes in scope of the programme.
- Routine reporting against key performance indicators embedded in relevant departmental and organisational reporting moments.
- Documentation prepared and accepted into MSF UK's policy framework.
- Training programme designed and incorporated into MSF UK's wider learning and development package.

CHALLENGE & CREATIVITY / DECISION-MAKING

- Implementing a change management and performance improvement programme at time of significant growth.
- Facilitating senior-level discussions to reach agreement on the boundary of the Change Delivery Programme.
- Securing senior buy-in and resource from relevant teams which may already be operating at capacity.
- Embedding key performance indicators across a range of different internal systems
- Exercising delegated authority to initiate, pause or re prioritise projects within agreed programme parameters.

KNOWLEDGE, SKILLS & EXPERIENCE

- Skilled written and oral communicator in the English language, able to lead training sessions or workshops with groups of staff, produce briefings, plans and reporting.
- Skilled collaborator, able to self-start and work across teams to achieve results
- Qualification in or significant experience of working in a programme/project environment (MSP, PRINCE2, APMP, PMI or equivalent).
- Qualification or significant experience in a process improvement methodology (LEAN, Six Sigma or equivalent).
- Experience of delivering a change management and process improvement programme in a small to medium size organisation.
- Experience working with senior governance forums or boards.
- Experience leading change without direct authority.
- General knowledge of data protection implications for processing MSF UK's supporters, employees and potential employees personal data.

- Experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

COMPETENCIES

Respect:

- a. Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- b. Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- c. Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- a. Acts by example, modelling the behaviour expected from team members.
- b. Seeks out and offers each team member an equal opportunity and tools to succeed.
- c. Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- a. Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- b. Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- c. Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- a. Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- b. Strives for efficiency in every aspect of their work.
- c. Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- a. Instils acceptance and optimism in the team.
- b. Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- c. Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation** by the closing date.

Incomplete applications will not be considered.

We encourage early applications as we reserve the right to close applications before the advertised closing date, or if a suitable candidate is found.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: Monday 22nd June 2026, 11.59am (BST)**
- **First round interviews: week commencing 29th June 2026**
- **Second round interviews: are expected to take place in July or early August.**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org.

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Employment sponsorship will NOT be offered by MSF UK for this role. Please [click here](#) to check whether you have the right to work in the UK.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

Interviews will be held on a rolling basis. Please apply as soon as possible as we reserve the right to close the application early if we find a suitable candidate.

We look forward to receiving your application!