

MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

APPLICATION INFORMATION PACK

JOB TITLE:	Change Delivery Project Manager
DEPARTMENT:	Regulation & Policy
HOURS:	Full time, 37.5 hours per week – Mon-Fri
LENGTH OF CONTRACT:	Fixed Term Contract - 12 months
LOCATION:	London – hybrid, 2 days per week London Office (including Wednesdays)
REPORTS TO (JOB TITLE):	Change delivery Lead
SALARY:	<p>Salary: £54,452.47 - £66,553.01 Internal salary grade: 16</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>
<u>JOB PURPOSE</u> <p>With the recent introduction of a formalised Change Delivery strategy, there is a need for a Change Delivery Project Manager to support primarily in change delivery and offer secondary resources for improvement and project initiatives.</p> <p>This role will form part of a focused change delivery team, under the leadership of the Change Delivery Lead, and will work on an integrated level with other support departments</p>	

within MSF (Finance, procurement, IT, HR and leadership teams) to ensure the organisation achieves successes in change delivery outcomes.

The overall objective for the 2-year strategy is to create and implement the foundations of Change management into the organisation (in the form of an Operating Model), and in parallel commence supporting/facilitating internal clients with specialist Change projects and initiatives.

Although this role incorporates a project management element, the core activities will be provide the specialist resourcing on change, improvement and project delivery aspects.

OVERVIEW OF DEPARTMENT

The post is in the Change Delivery Team – one of the General Direction Support Units (GDSUs) at MSF UK.

The GDSUs responsibility is to ensure the proper and ethical governance of MSF UK through support and advice to General Direction, comprising the Executive Director and the Deputy Executive Director, and directly to other departments across the organisation.

The Change team sits alongside the Policy, Risk and Planning team, and the Transparency and Accountability Team (to be appointed).

The role will hold the responsibility to for ensuring all aspects of change delivery, providing specialist skills in business case development, project delivery, and critical change activities.

DIMENSIONS

Change Delivery

Support the planning and delivery of change activities by assessing impacts, coordinating stakeholder engagement, and helping teams prepare business cases and complete workplan activities, to ensure quality outputs from deliverables.

Continuous Improvement

Identify, analyse, and support improvement opportunities through process review, root-cause analysis, to ensure a value-added based approach to processes.

Project or Workstream Support

Provide structured support to change workstreams in projects, by coordinating activities, monitoring progress, and ensuring change and delivery actions are completed to plan.

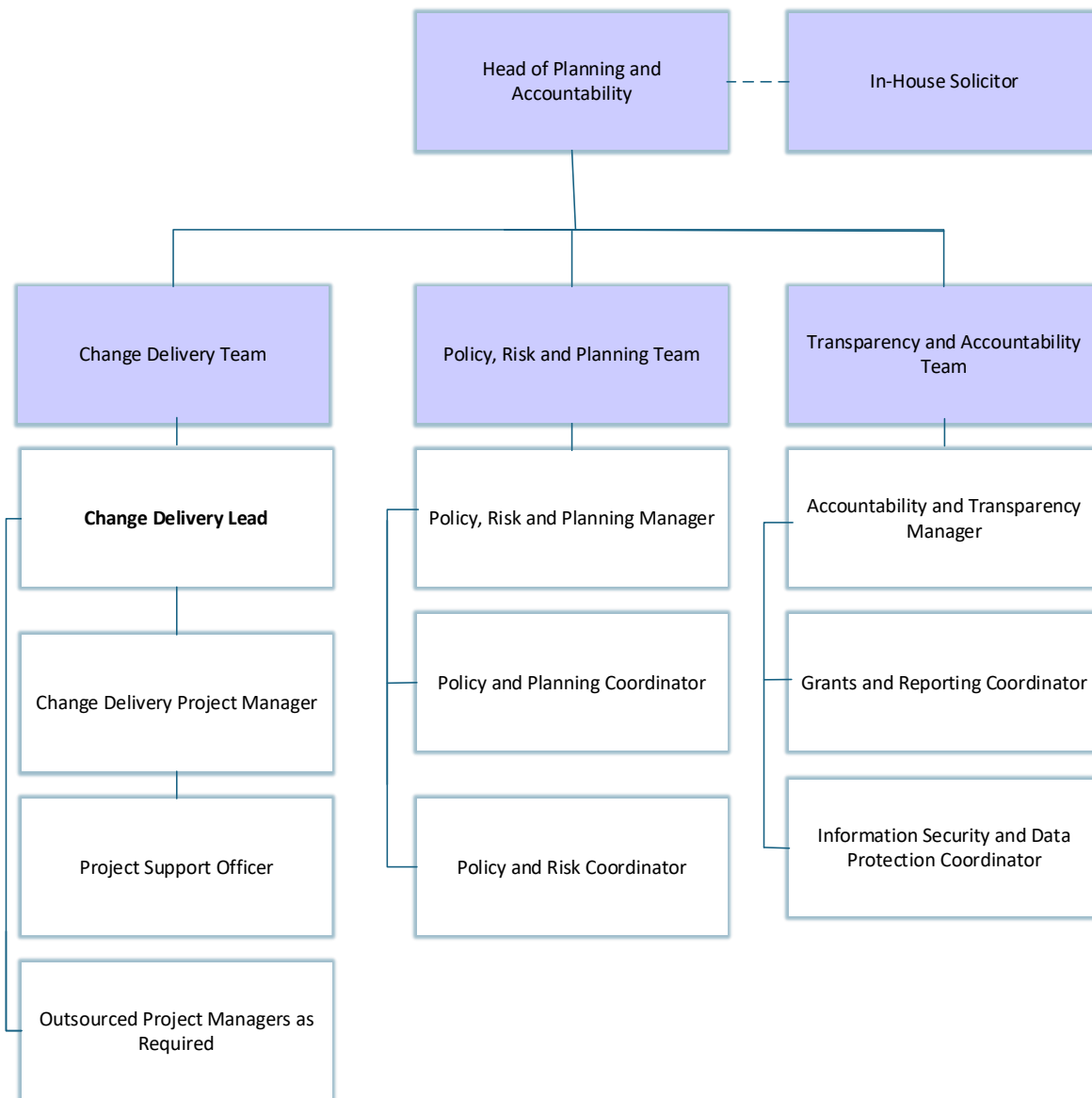
Reporting, Governance, and Documentation

Maintain accurate plans, reports, governance updates, and delivery documentation to support effective oversight, decision-making, and compliance with agreed standards.

Knowledge Management and Ways of Working

Maintain and improve team templates, guidance, and lessons learned to strengthen delivery consistency and capability across the function.

ORGANISATIONAL STRUCTURE



CONTEXT

Within the MSF organisation there is an annual strategic planning cycle, supported by each department laying out its intentions for the next year. Within this planning cycle there are change and improvement initiatives, and projects, which require a more comprehensive level of due diligence and the resources to complete any change management activities.

The role is part of that team and will be a central role in identifying what that approach looks like and how it will enhance the outcomes of the entire organisation. Because of the Change Team remit, it will cover Primarily Change activities, but the scope will also hold responsibility for Continuous Improvement and Project delivery. As the team build its value proposition, the positioning of this team will become better understood.

ACCOUNTABILITIES

- **Change Delivery:** Deliver assigned change activities to agreed plans and timescales, with stakeholder

KEY PERFORMANCE INDICATORS

- **Change Delivery:** Achieve completion

<p>impact assessments, readiness actions, communications, and adoption support completed for all in-scope initiatives.</p> <ul style="list-style-type: none"> • Continuous Improvement: Identify and support continuous improvement opportunities that deliver measurable process, service, or user-experience benefits within agreed timescales. • Project support for change activities: Coordinate assigned project or workstream activities so that milestones, actions, dependencies, and updates are tracked accurately and delivered on time. • Reporting, Governance, and Documentation: Produce accurate and timely reports, governance packs, plans, and delivery documentation in line with agreed standards and reporting deadlines. • Knowledge Management and Ways of Working: Maintain and improve team templates, guidance, lessons learned, and knowledge assets to support consistent and effective delivery practices. 	<p>of agreed change activities to plan, with all required impact, readiness, communication, and adoption actions delivered by agreed deadlines.</p> <ul style="list-style-type: none"> • Continuous Improvement: Contribute to improvement initiatives that deliver agreed efficiency, quality, or service benefits, with outcomes tracked and reported. • Project or Workstream Support: Ensure assigned milestones, actions, and dependencies are monitored and updated regularly, with delivery risks escalated promptly. • Reporting, Governance, and Documentation: Submit all scheduled reporting and documentation accurately and on time. • Knowledge Management and Ways of Working: Keep delivery templates, guidance, and lessons learned up to date in SharePoint and contribute to improved consistency across team ways of working.
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CHALLENGE & CREATIVITY / DECISION-MAKING

Because of the initiation stage of this service, it will be key that the role holder be able to:

- Build the relationships with other support teams to devise and create the best possible Change Delivery offering. It will be key that initial development, buy-in and quality of the offering meets with organisational acceptance from its first release.
- Be able to transverse between change delivery, improvement and project management responsibilities with relative ease. Flexibility will be a key quality for this role holder.
- The postholder will have to be able to communicate across vertical and horizontal boundaries within MSF and have the confidence to engage and involve stakeholders as required.
- Must have the proven skills and competencies to deliver across the service provision (although this is not expected to be across all skill areas – i.e. no-one is an expert in everything).

KNOWLEDGE, SKILLS & EXPERIENCE

Knowledge

- Project and portfolio delivery fundamentals, including governance, planning, prioritization, dependency management, RAID, and reporting.
- Organizational change management principles, including change impact assessment, stakeholder adoption, resistance management, and business readiness.
- Delivery methods, continuous improvement, and reporting tools, including Agile, Waterfall, PROSCI and/or Lean Six Sigma.

Skills

- Strong stakeholder engagement, influencing, and relationship-building skills, with the ability to collaborate effectively across hybrid teams and diverse business functions.
- Strong planning, coordination, and organizational skills, with a systematic approach to managing priorities, meeting deadlines, and following actions through to completion.
- Strong analytical and communication skills, including producing clear reports, data visualizations, and insights to support decision-making and change delivery.

Experience

- Experience working across Agile and Waterfall delivery approaches, supporting governance, prioritization, and project controls across multiple workstreams.
- Experience delivering change management projects and continuous improvement initiatives in complex organizational environments.
- Experience using tools such as Excel, Teams, SharePoint, MS Project, and Planner to manage reporting, collaboration, and delivery tracking.

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: 16 November 2026, 12:00pm (GMT)**
- **First round interviews: 25 & 27 November 2026 (via teams)**
- **Second Round Interviews: 03 December 2026** (*You will be required to complete a task if you are shortlisted for the second round. Please note that the second-round interview and assessment will be conducted in person*).
- **Projected Start Date: 04 January 2027**

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.

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!