

Job Description: Engagement Manager

General role information	
Job Title:	Engagement Manager <i>(Southeast Region including London)</i>
Reporting to:	Head of Business Development & NHS Contracts
Salary Band:	Band G
Notice period:	4 weeks
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	No
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world’s leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p> <p>We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we’re always looking for new ways to make our recruitment process as fair and unbiased as we can. If you’d like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

Job Description:

Engagement Manager

The department / team

A highly focussed and motivated NHS Contracts and Business Development and Engagement Team which includes a separate key stakeholder engagement function – with a remit to increase awareness of MSI services (including termination of pregnancy, vasectomy, and contraception services) in contracted areas for all key stakeholders including GP's, Sexual Health Services, and other agencies.

The role

Build relationships with all stakeholders within the allocated region, to increase referral base and awareness of MSI services and pathways. Actively promote services and manage engagement activities across the region.

Key responsibilities

- Develop an engagement strategy to include identifying all key stakeholders and building effective relationships, this will be supported and in collaboration with Regional NHS Contracts Manager
- Produce regional postcode analysis showing geographical gaps and target areas for further development and stakeholder awareness.
- Produce regional competitor analysis.
- Produce a monthly report to show impact of actions completed (including stakeholder meetings/ visits/events/presentations etc)
- Improve market share and support with new business opportunities.
- Systematically prioritise workload as agreed with the NHS Contracts Manager and Head of business Development in line with regional strategy.
- Attend both national and local conferences and exhibitions.
- Establish and deliver presentations to key stakeholders.
- Work collaboratively with MSI Regional Treatment Centre colleagues to establish links and reciprocal referral pathways with appropriate stakeholders.
- Keep abreast of proposed changes in healthcare and identify the opportunities or threats these may present to MSI.
- Occasional support with the management and delivery of procurements
- Be active, drive and contribute to the development and implementation of local marketing strategies.

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Key Skills and Experience

To perform this role, it is **essential** that you have the following skills:

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice

To perform this role, it is **essential** that you have the following experience:

- Sound knowledge of the healthcare sector or significance transferable skills
- Previous experience in relationship management or significant transferable skills
- Experience of presenting to both small and large groups
- IT literate
- Excellent communication skills – written / face to face.
- Excellent organisational and time management skills
- Ability to work autonomously.
- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice

Formal Education/qualification

- GCSE standard or equivalent in Maths and English
- Ideally educated to degree level or equivalent
- Full drivers' licence, own car

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, confident, and creative individual with the ability to show excellent use of initiative.
- Enthusiastic and self-motivated team player.
- Diplomatic
- Persistent/tenacious
- Organized and process oriented, with an attention to detail and able to prioritize workload.
- Ability to achieve results
- Customer focused, responsive to changing priorities and demands.
- Strong interpersonal and professional communication skills; both written and verbal
- Ability to analyze complex problems in a structured manner whilst working under pressure.

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- Flexible and reliable whilst focused on delivery with a 'can do' approach.
- Committed to personal development.
- Committed to the protection of team members and clients, with a focus on vulnerable groups
- Able to role-model inclusive and culturally sensitive attitudes and behaviors

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: