

Job Vacancy

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| Job Title | Director, Commercial Services | Probational Period | 3 Months |
| Location | Nairobi, with travel to Counties | No. of Direct Reports | Up to 4 |
| Reporting to | Country Director | Budget Responsibilities (Y/N) | Y |

The Function

Marie Stopes Kenya (MSK) has been operational in Kenya for 35 years. It is the largest provider of family planning services in Kenya and offers life-saving and life-enhancing services to men and women of all ages through a range of sexual and reproductive health service through its own clinic outlets, a network of franchise outlets branded Amua, and the marketing of RH commodities. In addition MSK has an MCH 24 bed nursing home in Nairobi. All these channels of service provision are intended to:

1. Reach high numbers of clients with RH services
2. Generate an income that results in sustainability and profitability of the network
3. Set an example in quality of care to other providers

For sustainability, much of MSK's work runs on a commercial basis. The Commercial Director leads and runs MSK's commercial outlets so that they are commercially viable, delivering sustained growth and excellence in all RH services and products offered including Safe abortion and Post-Abortion Care as supported by the Kenyan Constitution of 2010. The post-holder will be held closely accountable on a quarterly basis for the performance of the commercial team, all costs associated with its running and its profit margins.

This role is a member of the Country Management team, which is collectively responsible for strategy development and driving the organization towards growth, sustainability and high levels of client satisfaction. The Country Management Team works together to achieve the organization's mission and goals.

The Role

To lead the Commercial Services Directorate. Ensure compliance with Marie Stopes global standards, including but not limited to clinical and data quality guidelines. Develop and implement cost effective sales and marketing programme.

Key Responsibilities

1. Strategic Oversight and Delivery of profitable and high-quality Family Planning Services and Products in compliance with MSI's clinical guidelines, standards and policies.
2. Develop and implement commercial strategies according to MSK's goals and objectives leading to sustained growth

3. Collaborate with Technical support team to conduct market research and analysis to create detailed business plans on commercial opportunities (expansion, business development etc.)
4. Acquire new customers and manage client relationships (new and existing)
5. Build and maintain profitable partnerships with key stakeholders
6. Monitor performance of commercial activities using key metrics and prepare reports for senior management
7. Collaborate with the Country and Finance Director in setting financial targets and budget development and monitoring
8. Establish, roll out and regularly monitor the systems of internal controls across the commercial product and service channels with mechanisms to identify and remedy areas of concern and escalation as necessary.
9. Ensure all Department staff are trained in Marie Stopes' approach to fraud and bribery and safe guarding as well as other organisational policies.

Leadership

1. Ensure MSK's commercial success through the development and management of a high performing commercial oriented team.
2. Ensure all Department staff are aligned with the organization's and MSI values.
3. Proactively mentor and/or coach direct reports to critically assess opportunities to improve efficiency and maximize impact
4. Ensure that the structure of the Department is fit for purpose and that all roles and responsibilities are relevant to the needs and demands of the organization and that goals and strategies are clearly communicated to all team members.
5. Role model Marie Stopes core values and demonstrate Marie Stopes behaviors at all times.
6. Represent Marie Stopes externally and internally in accordance with its values and policies and as may be delegated by the Country Director at any time
7. Perform any other duties that are incidental to the achievement of the organization's mission, strategies and objectives that may be assigned by the Country Director

Experience

- 5-10+ years of experience working as a senior manager for a commercial enterprise; experience in Healthcare, Pharmaceutical or FMCG sectors is desirable.
- Proven experience in sales and/or marketing and managing relationships with key clients
- In-depth understanding of market research methods and analysis
- Solid knowledge of performance reporting and financial/budgeting processes
- Commercial awareness partnered with a strategic mindset
- Demonstrated ability in facilitating staff capacity development at all levels

Qualifications and Training (essential/desirable)

- BSc/BA in business administration, finance or relevant field; MBA, MSc/MA is a plus.

Personal Attributes

- Pro choice
- Approachable with strong interpersonal & listening skills together with the ability to empower their team
- Strategic thinker, excellent analytical skills.
- Strong results orientation with a proven record of delivering targets
- Self-motivated and a self-starter
- The highest levels of integrity, strong ethical attitude
- Excellent leadership and management aptitude leading diverse teams at a distance.
- Strong commitment to the goals and vision of the Marie Stopes
- Interest in public health, particularly sexual and reproductive health.
- Flexibility to operate in a changing environment.
- Able to communicate effectively (both written and oral) at all levels.

Behaviours and Values:

Successful performance at MSK is not simply defined in terms of ‘what’ people achieve, but equally is about ‘how’ people go about their jobs and the impact that they have on others.

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| Work as One MSI | <p>You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.</p> <p>You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.</p> <p>You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.</p> |
| Show courage, authenticity and integrity | <p>You hold yourself accountable for the decisions you make and the behaviours you demonstrate.</p> <p>You are courageous in challenging others and taking appropriate managed risks.</p> |
| Develop and grow | <p>You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.</p> <p>You manage your career development including keeping your knowledge and skills up to date.</p> |
| Deliver excellence, always | <p>You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.</p> <p>You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.</p> |

DIRECTOR, COMMERCIAL SERVICES

Leadership

You inspire individuals and teams, through situational leadership, providing clear direction.

You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.

You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.

You articulate a vision of the future which inspires and excites others.

How to apply

Suitable and qualified candidates should send one document combining an application letter and CV to pd@mariestopes.or.ke on or before 31st May 2019. The subject of the email should read **Director, Commercial Services**. Do not attach certificates and testimonials. Marie Stopes Kenya is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Applications will be reviewed on a rolling basis. Only shortlisted candidates will be contacted.