

Job Description: Clinical Team Manager

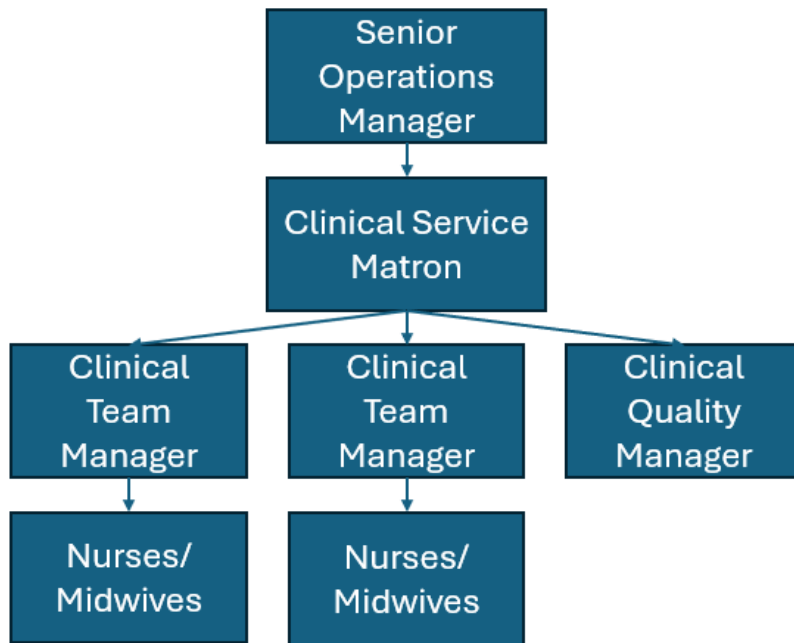
| General role information | |
|--|--------------------------|
| Job Title: | Clinical Team Manager |
| Reporting to: | Clinical Services Matron |
| Salary Band: | Band H(a) |
| Notice period: | 3 months |
| Budget Responsibility? | No |
| Contract type? | Permanent |
| Direct Reports? | Yes |
| Client facing role? | Yes |
| 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: Clinical Team Manager

The department / team



The role

As a Clinical Team Manager, you will play a pivotal leadership role within MSI Reproductive Choices UK's contact-centre services, ensuring that clients receive safe, high-quality, and compassionate care every time they access our service. You will lead clinical teams operating in a fast-paced, demand-led environment, balancing clinical governance, operational effectiveness, and people leadership to deliver consistently excellent outcomes.

The role is responsible for creating a supportive, inclusive, and high-performing team culture where colleagues feel valued, supported, and confident in their practice. Through visible leadership, coaching, and role-modelling, you will enable clinical staff to perform at their best while maintaining MSI UK's client-centred care philosophy and Just and Learning culture.

You will provide clear workforce leadership across performance, wellbeing, and professional development, ensuring teams are appropriately resourced, skilled, and supported to meet service demands across core, evening, and weekend operating hours. Working closely with Clinical Quality Managers and wider operational colleagues, you will contribute to continuous improvement, effective risk management, and the consistent application of clinical and organisational standards.

This is a hands-on leadership role requiring strong emotional intelligence, sound clinical judgement, and the ability to lead people confidently through complexity and change. Your leadership will directly influence client experience, team engagement, and the overall effectiveness and sustainability of our contact-centre services.

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Key responsibilities

1. People Leadership & Performance

Lead, coach, and develop clinical colleagues within a contact-centre setting, creating a high-performance and values-led culture.

Set clear expectations, manage performance proactively, and address capability or conduct issues fairly and consistently.

Support colleague wellbeing, engagement, and retention, with particular attention to the demands of shift-based working.

2. Operational Delivery

Translate service demand, productivity data, and quality insights into effective people plans and day-to-day management actions.

Ensure appropriate resourcing, skill mix, and coverage to meet service requirements while maintaining clinical and regulatory standards.

Work closely with operational leaders to balance efficiency, responsiveness, and quality of care.

3. Clinical Quality & Governance

Maintain oversight of clinical quality, compliance, and risk within the contact-centre environment.

Ensure policies, procedures, and clinical standards are understood, embedded, and consistently applied.

Act on quality assurance outcomes, audits, and incidents to drive continuous improvement.

4. Capability & Development

Build sustainable capability through structured coaching, feedback, and development planning.

Support clinical progression and role readiness, ensuring colleagues have the skills and confidence to perform effectively.

Contribute to the identification of training needs and the evaluation of learning impact.

5. Stakeholder Collaboration

Partner with People, Quality, and Operational teams to support service delivery and improvement initiatives.

Communicate clearly and confidently with stakeholders, escalating risks and issues where appropriate.

Key Skills and Experience

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

- Strong people leadership and coaching capability in an operational environment
- Ability to manage performance using data, insight, and professional judgement
- Clear, confident communicator with the ability to influence and challenge appropriately
- Sound decision-making in complex or pressured situations
- Strong organisational skills with the ability to prioritise competing demands

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

- Proven experience managing clinical or regulated teams within a contact-centre or high-volume operational setting
- Demonstrable experience of people management, including performance management, capability building, and employee engagement
- Experience working within CQC-regulated services, with a strong understanding of regulatory standards, inspection requirements, and evidence-based assurance
- Practical experience of applying clinical governance frameworks, quality assurance processes, and continuous improvement activity
- Experience operating within shift-based or demand-led workforce models, balancing quality, productivity, and wellbeing

Formal Education/qualification

- Level 1 NMC Registration (Nurse or Midwife).
- People management or leadership qualification, or equivalent practical experience

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, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.

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- Ability to analyse complex problems in a structured manner while working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Our Values

- **Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.
- **Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.
- **Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.
- **Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.
- **Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.
- **Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

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

Full name:

Signature:

Date: