

Job Description: Divisional General Manager

General role information	
Job Title:	Divisional General Manager
Reporting to:	Head of Operations
Salary Band:	Band K
Notice period:	3 Months
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone. 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. 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.	

Role Summary

The Divisional General Manager provides strategic and operational leadership across a geographical or functional division, ensuring high-quality, safe, and client-centred service delivery. They lead multidisciplinary teams to achieve performance, quality, and access targets while fostering a culture of excellence, accountability, and staff wellbeing.

The role is pivotal in driving continuous improvement, supporting clinical governance, and promoting innovation. With responsibility for financial sustainability, the postholder ensures efficient use of resources and delivery within budget, while actively contributing to organisational strategy and transformation.

Key Responsibilities

1) **Leadership**

- Provide strategic and operational leadership for the division, ensuring alignment with the organisation's overall vision and values.
- Foster a culture of accountability, high performance, and continuous improvement.
- Lead and inspire multidisciplinary teams to deliver high-quality, client-centred care.
- Act as a visible and accessible leader across clinical and operational teams.
- Collaborate with SLT colleagues to shape strategic priorities and service transformation.
- Represent the division at corporate, governance, external partnerships, and regulatory meetings.

2) **Service Delivery**

- Ensure the delivery of safe, effective, and timely services across all areas of the division.
- Lead the planning and implementation of service improvements, pathway redesign, and innovation.
- Monitor and manage performance against key access and activity targets.
- Ensure operational resilience, including robust business continuity and escalation processes.
- Support the adoption of digital solutions and data-driven decision-making.

3) **Quality**

- Champion a culture of clinical excellence, client safety, and continuous quality improvement.
- Work closely with Heads of Clinical Delivery & Governance to produce high-quality care.
- Ensure effective governance processes are in place for incident management, risk, and compliance.
- Lead quality improvement programmes for the Division.

4) **Colleagues**

- Lead workforce planning and development to ensure sustainable staffing models.
- Promote staff engagement, wellbeing, and a positive working culture.
- Ensure compliance with HR policies including recruitment, performance management, and appraisal.
- Support the development of future leaders and facilitate cross-functional team collaboration.
- Promote equality, diversity, and inclusion across the division.

5) **Sustainability**

- Take responsibility for the financial performance of the division, ensuring delivery within budget.
- Identify and implement efficiency opportunities without compromising quality of care.

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- Lead on cost improvement programmes (CIPs) and monitor financial recovery actions.
- Work with finance colleagues to develop accurate forecasts, business cases, and investment plans.
- Ensure effective use of resources and value for money in all operational decisions.
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Key Skills

- **Strategic Leadership** – Ability to set direction, influence organisational priorities, and lead through complexity and change.
- **Operational Management** – Proven experience in delivering complex healthcare services, meeting performance and access targets.
- **Financial Acumen** – Strong skills in budget management, cost improvement planning, and financial accountability.
- **People Management** – Effective in leading diverse teams, workforce planning, and fostering a positive and inclusive culture.
- **Quality and Governance** – Deep understanding of clinical governance, quality improvement, and regulatory compliance.
- **Analytical Thinking** – Ability to interpret complex data, identify trends, and use insights to drive decisions.
- **Communication and Stakeholder Engagement** – Skilled in building strong relationships across clinical, corporate, and external partners.
- **Change and Project Management** – Experience in leading service transformation, innovation, and pathway redesign.
- **Resilience and Adaptability** – Able to remain effective and focused under pressure and during periods of rapid change.
- **Digital Literacy** – Competent in using healthcare systems and data tools to enhance operational performance.

Experience

Leadership & Strategic Experience

- Lead large-scale multidisciplinary teams across clinical and non-clinical functions.
- Contributed to organisational strategy, business planning, and service transformation.
- Acted as a divisional or service lead within a complex healthcare or service delivery organisation.

Operational & Performance Management

- Delivered against national and local performance targets (e.g. occupancy, wait times).
- Managed operational pressures, including escalation and recovery planning.
- Implemented service improvement and redesign programmes across care pathways.

Financial & Resource Management

- Managed large budgets and achieving financial balance within a division or directorate.
- Led or contributed to cost improvement programmes (CIPs) and productivity initiatives.
- Developed business cases and supporting strategic investment decisions.

Quality, Safety & Governance

- Led quality improvement initiatives with measurable impact on client outcomes and safety.
- Managed risk, incidents, complaints, and regulatory compliance (e.g. CQC, DoHSC).
- Worked closely with Medical and Nursing Leads to maintain high standards of care.

Workforce & Culture

- Overseen workforce planning, recruitment, and retention strategies.
- Driven staff engagement, wellbeing, and EDI initiatives.
- Supported leadership development, coaching, and succession planning.

Personal Attributes

Visionary and Strategic

- Able to see the bigger picture and align divisional priorities with organisational and system-wide goals.
- Comfortable navigating ambiguity and setting a clear direction during times of change.

Decisive and Accountable

- Makes informed, timely decisions under pressure and takes ownership of outcomes.
- Holds self and others to high standards of performance and integrity.

Resilient and Adaptable

- Remains calm, focused, and effective in a high-pressure, fast-changing environment.
- Flexible in approach and able to lead through uncertainty and challenge.

Collaborative and Influential

- Builds strong, respectful relationships across professional and organisational boundaries.
- Able to influence and negotiate with a wide range of stakeholders, including clinicians, executives, and partners.

Patient- and People-Centred

- Committed to improving patient care and experience as a core driver of all decisions.
- Values and empowers staff, promotes wellbeing, and leads with compassion.

Analytical and Improvement-Focused

- Thinks critically and uses data and evidence to drive service improvement.
- Continuously seeks opportunities to innovate and enhance quality, efficiency, and outcomes.

Authentic and Inclusive

- Leads with honesty, transparency, and emotional intelligence.
- Promotes diversity, equity, and inclusion in leadership and team culture.

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.

Name:

Signature:

Date: