

# Data Systems & MA Support Officer (Consultant)

<b>Job Title</b>	Data Systems & MA Support Officer (Consultant)
<b>Contract Type</b>	Consultant (6 months, with potential for extension)
<b>Responsible to</b>	Financial Business Partner, Commercial Sustainability
<b>Location</b>	Africa or Asia
<b>Travel</b>	Up to 30%

## Role Purpose

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This role sits at the intersection of data systems, performance management, and capability building. Working within IPPF's Commercial Sustainability team, the consultant will support a portfolio of Member Associations to build the data foundations they need to manage and grow their healthcare services sustainably.

The role combines central technical ownership (of the reporting pipeline, automation processes, and Power BI dashboard) with direct in-country engagement with MAs. This means helping MAs submit reliable data, understand what it tells them, unlock new data from their existing systems, and progressively build the confidence to manage their own performance reporting independently.

## Context

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IPPF's Member Associations deliver healthcare services across approximately 151 countries. As donor funding reduces, MAs must move toward financial self-sufficiency. The Commercial Sustainability team exists to make that transition possible, and data is central to that work.

This role joins at a critical phase, as the team scales its data infrastructure across a growing portfolio of MAs and begins turning system outputs into genuine performance insight. The post-holder will own that infrastructure and ensure it delivers real value in-country.

## Key Deliverables

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### 1. Data Infrastructure & Automation

- Own the end-to-end data pipeline (submission workflows, data consolidation logic, and quality controls) ensuring it runs reliably across the full MA portfolio each month
- Own the build, maintenance, and ongoing development of the global Power BI dashboard, including data access controls; act as the primary point of contact for all queries relating to it

- Lead the automation agenda: identify, design, and implement opportunities to reduce manual effort across the pipeline, including AI-assisted processes where appropriate
- Maintain clear documentation across all systems so that tools and processes can be understood, maintained, and extended over time

## 2. Data Landscape & New Data Sources

- Work with each MA to map their existing data landscape : understanding what is collected at clinic level, how it flows to the support office, and where gaps or inconsistencies exist
- Assess MAs' clinic management information systems (CMIS) and identify practical opportunities to connect new or existing data sources into the central pipeline
- Support MAs to strengthen their own data collection practices, so they are capturing the right information consistently and in a usable format
- Progressively expand the breadth and quality of data available for performance management as MA systems develop

## 3. Monthly MA Performance Support

- Manage the monthly data cycle for a defined MA portfolio : coordinating submissions, QC-ing incoming data, resolving issues, and ensuring outputs are accurate and on time
- Serve as the primary point of contact for your portfolio MAs on all data and reporting matters, building trusted working relationships with finance and M&E leads
- Help MAs interpret their own data and connect it to operational decisions : ensuring data is not just submitted but genuinely used
- Bring insight from in-country work back to the central team to inform improvements to tools, templates, and processes

## 4. Capability Building

- Assess each MA's current data and reporting capability and develop a practical plan to build it over the contract period
- Deliver hands-on coaching and training tailored to each MA's starting point (accounting for language, technical literacy, and available time) covering submission processes, data interpretation, and use of the Power BI dashboard
- Track and document capability improvements over time, ensuring the progress made during this role is embedded and sustained beyond the contract period

## Person Specification

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### Essential

- Strong data skills including Excel, Power Query, and Power BI : experience building and maintaining dashboards and data models in a live environment
- Experience owning a data pipeline or reporting system end-to-end, including quality controls and documentation
- Ability to work with structured data transformation logic, diagnose problems in existing processes, and implement practical improvements
- Demonstrable interest in automation: able to spot where manual processes can be streamlined and act on it
- Experience in data analysis, M&E, or financial reporting, preferably in an NGO, healthcare, or international development context
- Working understanding of financial performance concepts including income, expenditure, and key performance indicators

- Strong interpersonal and communication skills — able to build trusted relationships with in-country teams and explain technical concepts clearly to non-specialist audiences
- Experience working alongside organisations with limited data infrastructure and varying technical capacity
- Proficiency in English and willingness to travel up to 30% of the time

### **Desirable**

- French or Spanish language skills
- Experience assessing or working with clinic management information systems (CMIS) or similar operational data systems
- Experience designing or delivering capacity building or training programmes
- Familiarity with SharePoint, Power Automate, or similar workflow and automation tools
- Prior experience working in low- and middle-income country healthcare or development systems

### **Behaviours**

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- Takes ownership — comfortable being the person the team and MAs rely on for the technical infrastructure, and proactive about keeping it running well
- Pragmatic and solutions-oriented — improves systems iteratively rather than waiting for perfect conditions
- Moves fluidly between technical work and people-facing support, adapting to what each situation requires
- Patient and culturally sensitive — understands that building capability takes time across multilingual and multinational contexts
- Highly organised, with strong attention to detail around data quality and deadline management
- Comfortable with ambiguity and able to make sound independent judgements about priorities
- Proactively shares knowledge and documents as they go
- Committed to IPPF's mission around sexual and reproductive health and rights

### **Reporting & Working Relationships**

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This role reports to the Financial Business Partner within the Commercial Sustainability team, and works closely with the wider team on strategy, performance insight, and dashboard development. In-country, the post-holder works primarily with MA Finance Leads, M&E teams, and relevant operations or IT staff.

### **Your Ethos**

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- Demonstrates understanding of and commitment to safeguarding in local and international contexts
- Ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others
- Supportive of IPPF's mission around sexual and reproductive healthcare rights and justice, including safe abortion
- Supportive of people's rights regardless of sexuality or gender identity or expression

## How to Submit a Proposal

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### What to Include

- A covering statement (no more than two pages) outlining your relevant experience and your approach to the key deliverables described above
- A CV or profile demonstrating your technical skills and relevant background
- Your proposed day rate (in GBP or USD), inclusive of any applicable taxes or fees
- Your availability to start and any known constraints on the six-month period. We are looking for a consultant to start as soon as possible.
- Two referees who can speak to relevant recent work (references will only be contacted if you are shortlisted)

### Submission Details

<b>Send proposals to</b>	nverma@ippf.org
<b>Subject line</b>	Data Systems & MA Support Officer — Proposal
<b>Deadline</b>	30 June 2026, 23:59 BST
<b>Day rate</b>	Please state your proposed day rate clearly in your covering statement or in a separate fee schedule

IPPF is committed to equal opportunities and welcomes proposals from consultants of all backgrounds. We are particularly keen to hear from candidates based in Africa or Asia, in line with the location requirements of this role.