


MILLAR CAMERON

PEOPLE . PASSION . PERSISTENCE

MUSO
CHIEF OPERATING OFFICER



A photograph of a woman with a red patterned headscarf holding a baby in a pink shirt and white hat. They are standing in front of a wooden wall. The woman is looking down at the baby with a gentle expression. The baby is looking towards the camera.

CHIEF OPERATING OFFICER *MUSO*

ABOUT *MUSO*

Muso believes no one should die waiting for health care. That's why they have set out to create a cure for delay. They build health systems to save lives by reaching patients faster, within hours of the moment they become sick. To do this, they partner with communities facing extreme poverty.



ABOUT *MUSO* CONTINUED

Muso has spent more than a decade creating and improving their Proactive Community Case Management model, preparing it to serve the global effort for universal health care. They have documented rapid health improvements across the populations they serve: a 2018 study found that communities they serve in Mali, which previously saw some of the world's highest child mortality rates, sustained child mortality rates lower than any country in sub-Saharan Africa for five years, and ultimately reached a rate on par with that of the

United States. Patient access to care increased tenfold. These results are outliers. But they shouldn't be. No one, anywhere, should die waiting for health care. Muso now serves the governments of Mali and Cote d'Ivoire in their efforts to translate the results of this research into national policy and practice.

They provide proactive health care to 350,000 patients in peri-urban and rural Mali, and embed rigorous academic research and strategic advocacy to identify and share strategies that can

accelerate global efforts for child survival, maternal health, and universal health care. Given the transformations in health care access and survival Muso has documented, they plan rapid growth to take on the global injustice of delayed health care. Over the next five years, their direct service, research, and technical assistance will advance a new global model for health care.

CHIEF OPERATING OFFICER MUSO

THE ROLE: CHIEF OPERATING OFFICER

MAIN RESPONSIBILITIES:

The Chief Operating Officer leads the team's efforts to reach those goals, building and deploying the systems that enable all departments and team members to collaborate effectively.

The COO holds primary responsibility to bring all Muso departments together to operationalize and deliver on their strategy.

Motivated by a deep commitment to the right that all people have to early health care, the COO analyzes what tools, systems, and resources the team needs, now and in the future, to succeed.

Based on this analysis, the COO builds best-in-class systems and provides the management support that the team needs to thrive and deliver.

If you are a management expert, reliable as the sunrise, eager to build and improve systems, and committed to early health care for all, then this could be the position for you.



CHIEF OPERATING OFFICER *MUSO*

TITLE:

CHIEF OPERATING OFFICER

REPORTING TO:

CHIEF EXECUTIVE OFFICER

DIRECT REPORTS:

**COUNTRY DIRECTORS, CHIEF
MEDICAL OFFICER, REGIONAL
DIRECTOR OF HUMAN RESOURCES**

LOCATION:

**BAMAKO, MALI OR
ABIDJAN, COTE D'IVOIRE**

THE ROLE: CHIEF OPERATING OFFICER

DIMENSIONS OF THE ROLE

- Leads the implementation of Muso's strategy, organizing annual goal setting and planning, monthly and quarterly progress reviews
- Organizes and contributes actively to strategic planning processes
- Supports country teams to develop annual operational plans and budgets
- Reviews and guides monthly, annual, and multi-year budgets
- Creates systems for effective collaboration and communication across the team
- Builds best-in-class management systems based on team needs and global best practices, using the recently completed organizational needs assessment as a guiding resource
- Supports the leadership team, and all staff, to own and implement organizational systems and procedures
- Ensures compliance of Muso's procedures in contract and grant negotiations
- Manages contracts and legal issues in collaboration with the team and pro bono legal counsel
- Works with the team to streamline the design of Muso's operating model, protocols, and procedures, to facilitate rapid growth
- Collaborates with CFO to develop and strengthen internal controls and improve efficient stewardship of resources for their patients
- Plans and organizes twice monthly leadership team meetings and once monthly all staff meetings, in collaboration with the CEO



THE ROLE: CHIEF OPERATING OFFICER

DIMENSIONS OF THE ROLE CONTINUED

- Anticipates strategic and operational needs through proactive analysis
- Plans and builds the systems to support team needs
- Conducts analyses of upcoming risks and opportunities, and builds plans accordingly
- Actively monitors security risk
- Leads security contingency planning in collaboration with country directors across Muso sites to protect Muso patients and team members
- Supports the HR team to redesign and improve HR functions based on team needs and global best practice
- Provides ongoing support to the HR team
- Provides expert coaching, mentorship, management, and professional development support to the Regional Director of Human Resources, each Country Director, and the Chief Medical Officer
- Models team values and mission in daily actions
- Devotes at least one day with patients and providers each month, to understand Muso's work deeply from the patient perspective, and align Muso's work with patient priorities and insights
- Attains a deep knowledge of how to improve Muso's operations, services, and strategy by listening to team members, frontline providers, and patients
- Cares about and actively works towards devolving power to those most intimately connected to communities and to the communities themselves
- Fosters a culture of accountability, with systems building, and by example

HOW TO APPLY

To apply for this role, please ensure that you have the following skills and experience:

- Commitment to social justice and Muso's mission of early health care for all
- Expertise in management and proven ability to model, teach, and roll out great management practices
- Expertise designing and building management systems for rapidly growing organizations
- Experience leading rapidly growing organizations, operating across multiple countries
- Active listening and mediation skills
- A participatory approach to leadership
- A track record of accountability; reliability that would make a Swiss watch blush
- Ability to respond promptly to requests and to deliver, with rigor, on time
- Capacity to understand problems from many, diverse perspectives and advance solutions that synthesize an effective way forward
- Ability to collaborate and support equity across a diverse, multicultural team
- The ability to ask tough, important questions
- The courage to offer your opinion even if it is an unpopular one
- The proven ability to do the right thing even when it's very difficult
- Proficiency in English and French

Please send your CV and contact details to Alison Cannon who will contact you to discuss your application in more detail.



Contact: Alison Cannon

Tel: +44 2038000306
Email: alison.cannon@millarcameron.com



Contact: Tom Jeffes

Tel: +44 2038000304
Email: tom.jeffes@millarcameron.com



WHO ARE MILLAR CAMERON

FINDING THE PEOPLE WHO MAKE THE DIFFERENCE

A SEAMLESS JOURNEY

Founded in 2007, Millar Cameron is an executive and professional search consultancy that focuses on Africa and other emerging markets.

Our goal is to provide client-centric, tailored executive search, recruitment and strategic advisory. Our international reach paired with local market knowledge enables us to provide our clients outstanding leaders who deliver consistent results, irrespective of geography.

We employ a rigorous research driven search process to identify the best fit for our clients, taking into account both hard and soft skill sets.

Our extensive experience yields a robust approach to market intelligence and a longstanding network of global relationships.

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