



11 Majuva Street Mwenge



CAREER OPPORTUNITIES

Marie Stopes Tanzania is gladly recruiting for the two exciting positions of **Mwenge Maternity Hospital Manager**, and **Information Technology Officer**.

About Us:

Marie Stopes Tanzania (MST), a Non-Governmental Organization, is a social enterprise and a leading provider of family planning, sexual and reproductive health care and allied services. MST is a partner of the Government of Tanzania and a member of the Marie Stopes International (MSI) Global Partnership, which operates in 37 countries worldwide. MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose.

Our organization is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment.

Mwenge Maternity Hospital Manager (1 Position) – Dar es Salaam

Job Summary:

Reporting to Country Director, the Mwenge Maternity Hospital (MMH) Manager is the overall responsible for the smooth operations and outstanding clinical quality at the Hospital. The post holder will manage a team of clinical and non-clinical staff, ensuring appropriate and affordable staffing for the facility and giving clients an outstanding level of clinical care and experience. The post holder will drive financial performance, through increasing footfall to the hospital, driving efficiencies, service diversification, increased private and state insurance reimbursement and other otherwise unexplored income sources. This role is the core strategist for MST's largest facility. The post holder is also responsible to expand MST's maternity services, looking for viable opportunities for growth in the sector to ensure increased income and financial sustainability for the organization, as a whole.

Among the Key Responsibilities:

1. Expanding MST's Maternity Footprint

- With the support from the Medical Officer In-Charge, prepare a sustainability plan/business plan for next three years for future and existing maternity facilities.
- Design and present to Executive Management Team (EMT)/Medical Development Team (MDT) opportunities for maternity service growth in Tanzania, present detailed business case for investment and propose investment opportunities for the same.
- Identify and implement opportunities for service diversification and income growth.
- Design and manage development and implementation of marketing plans in conjunction with the marketing team.

2. Hospital Management

- With the support of the Medical Officer In-charge, design and develop standard operating procedures (SOPs) on key business development initiatives like client referral scheme, power of ANC, and cross selling opportunities as appropriate.
- Implement standard business management building blocks like annual/bi-annual price revision, market visits, branding and Demand Generation activities.
- Identify opportunities to enhance operations, client experience, clinical quality and increases in service income and oversee their implementation.
- Regularly review of QTA results, exit interviews and mystery client data to ensure 'evidence into action'. Work closely with MDT/Clinical quality teams to address identified performance gaps and ensure clinical mentorship is provided in the maternity wing.

3. Client Safety and Quality Assurance

- Develop a monthly maternity quality dashboard to monitor key quality KPIs against set quality standards to ensure client safety and standards in place.

'We serve our clients with a smile😊, always'

- Work with the Clinical Quality team to ensure quality assurance support system in place per MSI protocols like competency assessment of service providers, admission risk assessment protocols, CRA of key obstetric records etc.
 - Review and implement, and where needed develop SOP's for improving client centric care practice like client feedback management, customer handling and duty of care by providers, and incident specific communication management.
- 4. Staff Management, Collaboration & Communication**
- Lead, mentor, and support maternity staff including midwives, nurses, and support orderlies to provide state of the art services that would create strong base of referrals and returning clients.
 - Facilitate continuous professional development and training for maternity staff.
 - Represent the maternity unit in facility management meetings and external stakeholder engagements.
- 5. Resource & Inventory Management**
- Monitor and manage maternity ward supplies, equipment, and medications.
 - Ensure availability of emergency obstetric care supplies and maintain equipment functionality.

Minimum Qualifications:

- First Degree in either Health Care Administration/Business Administration/Finance or Medical related disciplines. Master's degree in public health will be an added advantage.
- Five (5) years working experience in senior management in the delivering health programmes or facilities.
- Proven public health management, leadership and management skills that motivate high performing teams and encourage innovation and creativity.
- Experience in Senior level leadership with financial management and budgeting responsibility.
- Experience and knowledge of Tanzanian health sector and community health service delivery (including mobile services).
- Demonstrated ability in facilitating staff capacity development at all levels.
- Excellent communication and networking skills.
- Excellent team building skills.
- Proven communication and writing skills to persuade and influence at all levels.
- Proven IT skills with the ability to analyse data for strategic purposes and decision making.
- Proven organization, strong networking and advocacy skills required.

Information Technology [IT] Officer (1 Position) – Dar es Salaam- INTERNAL STAFF ONLY

Job Summary:

Reporting to IT Manager the role holder will be responsible for supporting and maintaining MST's IT infrastructures, systems and applications to ensure operational efficiency, cybersecurity and continuous improvement. This role involves end-user support, systems administration, network management and participation in digital transformation projects to align technology with MST's strategic objectives.

Among the Key Responsibilities:

1. IT Infrastructure & Systems Support

- Install, configure, maintain, and troubleshoot servers, PCs, laptops, mobile devices, printers, and other IT equipment.
- Provide 1st and 2nd level technical support to staff across all MST locations.
- Administer and monitor MST's LAN/WAN, Wi-Fi, and VPN connections to ensure reliability and security.
- Manage domain services including Active Directory, Group Policy, and user account provisioning.

2. Applications & Database Management

- Support and maintain enterprise business applications (e.g., ERP, CRM, EHR, finance systems).
- Perform routine database administration, backups, and disaster recovery tests.
- Liaise with vendors in different Fields of IT.

3. Cybersecurity & Compliance

- Implement and maintain endpoint protection, firewalls, intrusion detection, and data loss prevention tools.



- Monitor systems for potential threats, vulnerabilities, and breaches, ensuring timely resolution.
- Ensure compliance with data protection policies and laws.
- 4. Digital Transformation & Process Automation
- Participate in projects to digitize and automate workflows, including cloud migrations and integration of new technologies.
- Research and recommend innovative solutions to improve efficiency.

5. User Training & Documentation

- Train staff on the use of IT systems, applications, and cybersecurity best practices.
- Maintain accurate IT asset inventories, technical documentation, and knowledge base articles.

Minimum Qualifications:

- Bachelor's degree in Information Technology/Computer Science/Information Systems or a related field.

Added Advantage:

- Cisco Certified Network Associate (CCNA).
- AWS Certified Solutions Architect – Associate.
- Certified Ethical Hacker (CEH).
- PRINCE2 Foundation (for IT project involvement).
- CompTIA Network+ / CompTIA Security+.
- Microsoft Certified: Azure Administrator Associate / Microsoft 365 Certified: Modern Desktop Administrator Associate.
- ITIL v4 Foundation Certification.

Experience

- Minimum 3 years hands-on experience in IT support, systems administration, and network management.
- Experience in Microsoft 365 / Exchange Online administration.
- Proven knowledge of ERP systems and integration with other applications.
- Experience with firewalls, VPNs, and endpoint protection solutions.
- Exposure to **cloud computing** platforms (Microsoft Azure, AWS, or Google Cloud).

Skills & Attributes

- Strong troubleshooting and problem-solving skills.
- Excellent communication and interpersonal abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Strong attention to detail and commitment to data security.

If you feel that you are able to meet the requirements and you are motivated enough to be part of the team, please send your applications including your curriculum vitae (CV) and a cover letter detailing your suitability and why you are interested in the post of your choice to the address below.

Head of Human Resources and Administration

Marie Stopes Tanzania

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Closing date: All applications should reach the addressee before **Wednesday August 27th, 2025. Only short-listed candidates will be contacted.**