

Job Description & Role Explanation

Job Title: Regional Reporting Assistant

Reports to: Regional Reporting Manager

Location: Baguida, Lomé - Togo

Employment Type: Full Time

Office Hours: Monday-Friday 40 hours per week

Job Scope

The Regional Reporting Assistant supports the Regional Reporting Manager (RRM) and National Reporting Coordinators by helping with data collection, verification, documentation, and timely submission of all church-planting-related reports. This role ensures accuracy, consistency, and reliability of information received from the field.

The Regional Reporting Assistant helps maintain reporting as an “act of worship” by promoting excellence, integrity, and prayerful stewardship of data.

Spiritual Life

- Being a Christian and a key leader in a Christian organization, your relationship with God must be the central focus of your life. Your outward ministry and service should be greatly fueled by your devotion to God. If this is not the case, then everything else does not matter. Quality time with God is a must for this position.
- Secondly, you must be able to take care of your family. Ensure that you are in the right relationship with your spouse and children. Ministry begins at home.
- Prayer for this partnership, including the ministries, churches, and partners involved, must be a central process in all that you do.
- Should identify and be accountable to at least one other person on a regular basis for discipleship. Our life with Christ is communal, not private or individualistic.
- Mission-minded. Ready to share the love of Jesus with the lost, to encourage and exhort others, and to live out the gospel in all aspects of your life.

Key Responsibilities:

Administrative Support

- Assist in maintaining positive communication and rapport with National Reporting Coordinators.
- Support the RRM in planning reporting training and meetings.
- Help maintain updated records of field leaders, program details, and reporting timelines.
- Assist in preparing materials, agendas, and follow-ups for reporting-related workshops or TOTs.
- Support the team in implementing reporting procedures and compliance expectations.

Reporting and Data oversight.

- Support the collection, filing, and documentation of all field reports.
- Track report submission deadlines and send reminders to coordinators and field staff.
- Assist in backing up all TOT and field reports on the required platforms.
- Help check reports for completeness, accuracy, and consistency.
- Support the RRM in identifying reporting gaps or errors and following up for corrections.
- Assist with basic data review and verification before entry into iMetrics.

Data entry and iMetrics Support.

- Ensure accurate and timely data entry into iMetrics according to the Reporting/Data Entry Scoreboard, established timelines, and data submission priorities.
- Review entered data to identify missing information, inconsistencies, duplicates, or errors, and ensure corrections are made promptly to maintain high data quality standards.
- Support the daily monitoring of data entry progress across teams and provide updates on completion status, pending tasks, and potential delays.
- Assist Reporting Coordinators and Data Entry Teams with data entry processes, ensuring that required information is correctly captured and aligned with reporting guidelines.
- Provide first-level support for iMetrics-related issues, including assisting users with basic troubleshooting, guiding them through standard solutions, and escalating complex technical issues to the appropriate technical team.
- Support the maintenance and updating of datasets by identifying outdated, incomplete, or inaccurate information and ensuring necessary updates are completed.

- Assist in data cleaning activities to improve data accuracy, consistency, and reliability across iMetrics and related reporting platforms.
- Support regular data backup processes and ensure that data integrity and confidentiality are maintained.
- Assist in monitoring system updates, new iMetrics features, and changes in reporting processes to ensure smooth adoption by users.
- Provide guidance and basic training support to Reporting Coordinators, Data Entry Teams, and other users on iMetrics procedures and data management practices.
- Work closely with the Reporting Manager to identify recurring data entry challenges and recommend improvements to strengthen efficiency and data quality.

Data Quality Check and Issues Management

- Perform regular data quality checks to ensure accuracy, completeness, consistency, and reliability of reporting data across all systems (iMetrics & iShare)
- Review reported issues, validate the accuracy of the information provided, and ensure that sufficient details and evidence are available for proper resolution.
- Analyze issue reports submitted by Field Rep (FRs) and verify supporting information, including witnesses, explanations, and relevant field evidence.
- Manage the issue resolution process by categorizing issues, following up on pending cases, and ensuring timely closure with appropriate actions taken
- Maintain accurate issue tracking records and ensure that issues are not only closed in the system but that the underlying situation has been properly addressed.
- Collaborate with National Reporting Coordinators, National Admins, Ministry Team Leaders, and Field Rep teams to clarify data discrepancies and improve data quality.
- Monitor recurring data issues and provide recommendations to strengthen reporting processes and prevent future errors.
- Support the Reporting Manager in training and guiding team members on data verification procedures and issue management standards.

- Follow up with the National Reporting Coordinators and the teams on reported iMetrics issues to ensure they are properly documented, tracked, resolved, and communicated to relevant stakeholders.

Training & Development

- Support the RRM in coordinating and facilitating onboarding and training sessions.
- Help ensure that all reporting staff are equipped to use iMetrics, iShare, Sparrow, NoteCam and related tools.
- Provide simple guidance to new staff on reporting procedures and expectations.

Achieve support (Where applicable)

- Assist in reviewing ACHIEVE Analytics and gathering updates from reporting staff.
- Support logistics, documentation, and data-entry processes for ACHIEVE activities.
- Help ensure reporting staff in ACHIEVE nations have necessary materials (maps, forms, etc.).
- Assist the RRM in preparing ACHIEVE monthly scoreboard updates.

Communication

- Relay reporting updates and announcements to NRCs and field teams.
- Support the RRM in preparing communication summaries, follow-ups, and reminders.
- Assist in gathering information needed for weekly reporting meetings.
- Help communicate changes to software, forms, or reporting steps.

Work Ethic

- It is also important to remember that the function of this role is to serve and support the work in the field. There should not be a controlling tone or harassment of those in the field.
- It is likely that our field staff will challenge patience and not always send reports in the right format, on time, and properly filled. Grace, mercy, and patience are needed to help them adjust to the expected level we require. However, we never stop encouraging them to raise their level of reporting.
- May require travel for TOTs and field audits.
- Overtime and weekend work during survey rollout phases

Qualifications and Requirements for this position:

- **Education and Technical Skills:** Bachelor's degree in data management, Information Technology, Statistics, Monitoring & Evaluation or related field.
- **Experience and Competencies:** At least 3 years' work experience in similar roles within similar organizations, Strong problem-solving skills and ability. Strong organizational skills, reliability, and commitment to data accuracy
- **Personal Attributes:** High level of integrity and responsibility when handling organizational data. Proactive attitude and willingness to learn. Good communication and interpersonal skills. Ability to work under pressure and manage urgent reporting needs.
- **Language Skills:** Fluency in **English and French**, both written and spoken, is required. Ability to communicate effectively with multicultural and international teams.

How to Apply

Interested candidates should send their CV and local church recommendation letter to westafricarecruitment@ttionline.org, with the subject line: **Regional Reporting Assistant Application**. Applications will remain open until the recruitment process is completed. Only shortlisted candidates will be contacted. Only shortlisted candidates will be contacted.

TTI does not charge any fees or request financial information during the recruitment process.