

Job Description & Role Explanation

Position: Regional Field Representative Manager, TTI West Africa

Reports to: Research & Reporting, TTI Africa

Location: Lome, Togo

Employment Type: Full Time

Office Hours: Monday-Friday 8:00am-4:30pm

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 a 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.

General Expectations

- Self-motivation and dedication are necessary.
- Humility and high moral character are non-negotiable in all aspect of our work.
- Ability to take part in leadership and training in regular leadership meetings.
- Conduct yourself properly with humility, gentleness, and wisdom around people/leaders that hold onto different theological positions within the Christian circle.
- The majority of your time will be spent working to help implement TTI strategies in the field.
 - Must possess the ability and desire to lead others with well-balanced confidence and humility.
 - Different countries have different cultures and customs. Understanding this is important to implement systems that lead smooth operations.
- Regular communication and updates with the office team and our leaders and church planters in the field is required. Prompt and quality replies to emails/phone calls, WhatsApp messages and SMS is expected. Strive to reach the leaders in the field by whatever means necessary.
- Compliance with the requirements, policies and accountability established by TTI.
- It is also important to remember that the function of the office 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.

Qualifications

- The candidate should be a born-again Christian.
- The candidate must have an experience in Managerial position for at least 3years.
- The candidate must be bilingual. They must be fluent in English and French both written and verbal communication.
- The candidate must be computer literate i.e., MS excel, Word, email, Microsoft teams etc.
- They must have the following skills.
 - leadership skills
 - Good communication
 - Critical thinking
 - Problem solving and conflict resolution.
 - Analytical
 - Financial/Accounting
 - Good interpersonal relationship.
 - Training
- Should be able to work in a Christian organization and work with pastors.

Scope:

A Regional Field Representative Manager is responsible for the implementation of the field visitation for a specific office and the countries within that regional office.

Key Roles and Responsibilities

Leadership

Provide general leadership, guidance, supervision, accountability, and encouragement to the National field reps' Coordinators, field reps' Team leaders and Field Representatives.

Recruitment

- The regional field reps Manager works with or through the National leadership team for recommendations of potential field reps.
- The Regional FR Manager ensures that all the field reps are interviewed before they are invited for the training.
- The Regional FR Manger should check background and reference calls should be made ahead of time and the operations and HR managers should be kept up to date before, during, and after the hiring process.
- It is the responsibility of Regional FR Manager to recruit the national field reps' coordinator and FR Team leaders in the countries in the region.

Training

Train and Equip NFRC, FR TLs and Field Reps to know what to do, how to do it, and more importantly, WHY we do it! Field Rep Managers are expected to plan orientation training for newly hired field reps as well as 2 regular field rep training sessions per year.

- Personal one-on-one (ongoing) training/mentorship for each national field reps' Coordinator and field reps' Team leaders will be needed as well.
- Planning training (orientations for new Fields Reps) and regular training sessions with the field reps, NFRCs and FR TLs.

- Approve budget and training agenda from the National field reps' coordinator/FR team leaders beforehand.

Visitation Goals

It is the responsibility of the Regional FR Manager to ensure that the expected visitation goals are met in each country:

- All Training Centers are visited 2 times
- More than 50% of all reported churches are visited in every training center
- Field Reps are maintaining an average (around or near) 15 visits per month and working 20 to 21 days each month

Evaluation

Regional FR Managers will be expected to evaluate FR Coordinator/Team Leader performance based on their execution of the following monthly tasks.

- iMetrics FR Visit Reports are reviewed in a timely manner.
- Monthly Field Rep Visit Summary (with a copy of each FRs Schedule) is submitted.
- Monthly Visit and Expense Summary is submitted.
- Issues/Red-Flag Report Submitted to the National Leadership Team is submitted.

Regional FR Manager will ensure that all field reps are evaluated by FR Coordinator/Team leaders as expected based on their performance.

Corrective Action

The regional FR Manager will work with the Field Rep coordinator to take corrective actions if the field rep is not adhering to the working policies. Such situations should be done with an attitude of grace but also with clarity and intentionality. The issues to be addressed during the corrective action will be performance and integrity.

Communication with Leadership

The Regional FR Manager to discuss challenges, obstacles, or general logistical difficulties so that you can find a solution together. Regional FR Managers should also attend the monthly and quarterly National Leader Team call as well to participate, share feedback, and receive feedback from the NLT as well. Keeping in close communication with the Ministry leadership is a top priority.

Travel

Being in a managerial position traveling should be expected in or outside the country. Health and ability to travel is important. Ensure you have your passport, yellow fever card and Covid-19 certificate. Traveling during some weekends should be expected.

- Travel to different countries in Africa for Field representative/National field reps' coordinator and FR team leaders' training.
- Willing to visit rural areas with lower standards of accommodation.
- Also be ready to attend regional and global meetings/conference/summits/training.

Office Funds

This position will involve handling some finances of the office. Sending funds, receiving funds, accounting for use and distribution of funding is of the utmost importance.

- Proper accountability and record keeping will be expected.
- Proper allocation and careful use of funds is mandatory.
- High value is placed on integrity and discretion.

Acknowledgment

I _____, have read the above job description and have fully understood it. I will abide by the policies of TTI and do my best to do all that is expected from this position. I understand that this is a contractual position. I also understand that TTI leadership has the right to terminate this contract if I don't reach the job expectations based on the performance appraisal.

Signature: _____ **Date:** _____