

VACANCY – Data Collector.

ALIGHT works with its partners and constituencies to provide opportunities and expertise to refugees, displaced people and host communities – to better survive conflicts and crisis, and to rebuild lives of dignity, health, security and self-sufficiency. ALIGHT presently works in and with partners in seventeen countries globally. ALIGHT has consistently operated in Rwanda since the year 1994, and today has a strong and committed team of over eight hundred personnel who include full time staff, community mobilizers and incentive workers– implementing programs in Primary Health Care, Reproductive Health, HIV and Nutrition; also Water, Sanitation and Hygiene, Shelter and general Infrastructure, Livelihoods/Economic strengthening, and Sexual and Gender Based Violence Prevention/ Protection. Our work in Rwanda currently covers all the refugee locations and their kind Rwandan-host communities. And we are always looking to expand and, jointly with our partners, offer lasting impact with and for the communities we serve! ALIGHT is looking for a qualified, self-driven and committed individual to join its team as **Data Collector**

PRIMARY PURPOSE OF THE POSITION:

Reporting to Kuja Kuja Team leader, the Data collector is responsible for customer data collection, organizing and facilitating bridge building activities between service providers and data collectors, analyzing, interpreting and reporting data on daily basis. With assistance of the Kuja Kuja team leader, Impact and Learning Officer and Coordinator, Site Manager and Head of Programme, the Data collector will support the field site project to improve quality by providing reliable field information on the quality of services delivery for coordination and management decision making. It is also the duty of the Data collector to manage the data collectors from his/her site.

The Data collector’s primary duties and responsibilities are distributed as the following:

- Perform customer responses collection at 70%
- Data analysis, interpretation and reporting 15%
- Support in organizing and conducting bridge activities to discuss about customer data implementation 15%

MAJOR AREAS OF ACCOUNTABILITY

Customer Responses:

- Collect customer feedback and upload in the MEL system in the 5 working days of the week
- In collaboration with the Kuja Kuja Team team leader, prepare and share a weekly schedule and goals in terms of projection in number of data to be collected
- In collaboration with the team leader, Impact & Learning Officer and Coordinator, communicate any challenge faced
- Supported by the team leader, prepare and share the daily updates of the data collected
- Teach and support colleagues on the best practices of engaging customers on proving their suggestions/opinions from the services received

Data analysis/interpretation and reporting:

- Attend daily responses quality data control of the data already submitted into the MEL system/Kuja Kuja website

- Take notes of the observations from the data checks and improve accordingly
- In collaboration with your supervisor, help the services providers to understand clearly the ideas shared through the Kuja Kuja dashboard

Reinforcing Bridge activities:

- Create a friendly working environment with other Alight staff and customers
- Clearly communicate customer feedback to Alight Staff for implementation
- Support the team leader to prepare and facilitate bridge building sessions
- Support in preparation/documentation of the bridge (IH & DS) highlights
- Participate in the daily top ideas of the day
- Communicate any Trigger idea came in while you were collecting data with your line supervisor so to be shared with the concerned service teams
- Provide additional clarification or information needed to any of the channels used
- Share your best practices in data collection and any other useful experience with your colleagues as to benefit from those
- Support the team to educate customers on the importance of providing their opinions
- Perform any other duty as assigned by your supervisor.

REQUIRED SKILLS AND EXPERIENCE

- Diploma or S6 Certificate level in social sciences or equivalent
- Relevant trainings in customer care
- At least 1 year work experience on data manipulation
- Teaching skills
- Teamwork and leadership skills
- Problem and conflict management skills
- Self-driven spirit that enable him/her to work with minimum supervision
- Working experience with NGOs Interacting with refugees or displaced population will be an added advantage;
- Must have Computer skills (MS Office, including Excel, Word, PowerPoint, Access);

KEY BEHAVIORS AND ABILITIES

- Excellent listening, retention and note-taking skills to maintain a high level of accuracy during interpretation;
- Good interviewing skills with excellent education or work experience in language-related fields such as data collection, evaluations, needs assessment preferred;
- Follow ethical codes that protect the confidentiality of information;
- Commitment to personally champion Alight's Program vision and Mission and inspire others to do the same
- Excellent written and verbal communication, including effective presentation and facilitation skills
- Excellent strategic thinking, process management and problem solving skills
- Collaborative, result-oriented management style
- Initiative, resourcefulness and innovation
- Strong participatory leadership and interpersonal skills. Ability to motivate staff and lead a high performing team in a politically sensitive environment,
- Ability to prioritize multiple tasks and meet deadlines in a dynamic environment.



Interested and qualified candidates should submit 1page Cover letter, and updated CV (maximum three pages) and names, title and contacts of three professional referees, to include most current employer/supervisor (all in/as one document) - via email only to: **RWJobs@wearealight.org** with the POSITION applied for clearly indicated in the subject line. The deadline for submission of applications is **September 4th 2021**. Only shortlisted candidates will be contacted.

Alight is an Equal Opportunity Employer offering employment without regard to race, color, religion, gender, sexual orientation, gender identity, age, national origin, citizenship, physical or mental disability, or protected veteran status. Alight complies with all applicable laws governing nondiscrimination in employment.