

RwandAir Ltd is the flag carrier airline of Rwanda. It operates domestic and international services to East Africa, Central Africa, West Africa, Southern Africa, Europe and the Middle East from its main base at Kigali International Airport. Our mission is to provide unsurpassed, safe, and reliable services in air transportation, including strategically linking Rwanda with the outside world while ensuring a fair return on investment. As part of the expansion strategy, we are looking for interested, qualified, and competent candidates to fill the following position:

**Job Title:** Administration Manager (Re-Advertised)  
**Reports to:** Director, Employee Admin Services & Labour Relations  
**Department:** HR & Administration  
**Location:** Kigali International Airport

### **Job Purpose**

The Administrative Manager is expected to lead the administrative team in providing a full spectrum of office administration services efficiently and cost-effectively. Responsible for providing adequate support services across departments and ensuring that all the administrative standard procedures and processes are adhered to as well as ensuring that all daily administrative tasks are completed seamlessly.

### **1. Key Duties and Responsibilities:**

#### **Operational**

- Manage office administration duties such as procurement, office supplies management, office facilities management, inventory control, etc.
- Manage service providers/suppliers to provide quality general administrative services in compliance with statutory regulations and company policies.
- Direct, control, and supervise the support services of the company to facilitate its success by ensuring the efficient use of company resources.
- Review, and update existing administrative policies and procedures from time to time and ensure full compliance during implementation; and develop new ones as necessary.
- Collaborate with other departments in organising company events and staff activities.
- Support RwandAir staff in obtaining travel allowances, Visas, work permits, and expatriates, by also ensuring timely updating of employees' work Permits at immigration offices and avoiding penalties.
- Ensure that all company staff planning to travel get travel insurance, and hotel bookings for pilots and/or crew going for simulator training and receive adequate facilitation with introduction letters to embassies for staff travelling abroad or other countries where entry visas are needed.
- Proactively collaborate with other departments (i.e. Compensation and Benefits, Finance) in ensuring that RwandAir's per diem allowance is competitive and aligned with external best practices.
- Ensure smooth collaboration with the contracting telecommunication companies providing communication services to eligible staff for post-paid and monthly top-ups and ensure all concerned staff receive their airtime on time.
- Coordinate daily operations of the Administration unit and ensure all staff members execute their duties efficiently and provide them with appropriate guidance.



**RwandAir**  
*Fly the dream of Africa*

- Lead and direct all functions and activities of the staff of the Administration unit while ensuring time management and quality of services provided in the unit by supporting other departments.
- Ensure the delivery of high-quality services and cost-effective logistics services offered under my unit.
- Cross-checking of hotel invoices delivered to head office for payment to ensure no foul play and rule out any frauds/mistakes that may lead to loss of company money.
- Ensuring the Head office kitchen / pantry is fully equipped with necessary items for efficient running and staff welfare is taken care of.
- Plan, organize, and coordinate office allocations for staff and accommodation for crew, stranded passengers, and Company guests as well as undertake inspections of contracted hotels by the company whenever complaints arise pertaining to poor services.
- Monitor and ensure all the company courier mail is delivered on time and incoming couriers are delivered immediately and ensure DHL deliveries are sent off on time and that they are addressed properly to avoid company revenue loss.
- Monitor and organize both the Company reception and the Company's Front Desk and /or HQ kitchen area are kept clean and maintained in a professional manner.
- Monitor and coordinate the work of Company Electricians to ensure all department electrical issues are sorted out without delay.
- Fosters teamwork and ensures effective communication among staff of the Unit and supports other Units and across other units and departments.
- Ensures a safe, secure, and well-maintained facility that meets environmental, health, and security standards.
- Draft routine correspondences to respond to inquiries with respect to relevant administrative and personnel matters.
- Undertake staff performance reviews and provide guidance for continuous improvements as well as attend to issues they face in their assignments to ensure maximum efficiency.
- Review adequacy of space requirements.
- Performing other duties assigned by line Manager

### **Management & Leadership**

- Establish the department or team's objectives and priorities to align with and support business objectives.
  - Regularly evaluate the department or team's objectives, plans, procedures and practices, and make appropriate changes if needed.
  - Oversee and supervise employees. Direct daily activities, recruit, train, develop and discipline to ensure a high standard of service delivery.
  - Ensure all team members are adequately equipped for their roles, trained on processes and procedures, and adhering to process requirements.
  - Ensure talent review and succession planning are in place for the critical roles in the team.
- Commit to and contribute towards the development of Rwandan National talent, by coaching the Rwandan National developpees, preparing them for a career with boundless potential.

### **2. Desired Profile: Required education, Experience, and Abilities:**

#### **Qualifications and Experience:**

Bachelor's Degree or Equivalent with a Minimum 8 years of job-related experience

#### **Essential**

- Minimum of 8 years' relevant experience in general office administration from sizeable and structured companies, of which 2 years must be at the supervisory level
- Proven work experience in an Administrative role, Company Administrator, or in support services operations and Staff welfare services.
- Solid knowledge of office procedures and processes in a robust corporate organization.
- Strong analytical and problem-solving skills; ability to multi-tasking
- Good command of both oral and written English.
- Relevant experience in the aviation industry will be an added advantage.

#### **Preferred**

- Project Management experience, including development, planning and implementation in administration areas.
- Knowledge of Operational Support Administration Services best practices.

#### **Job Specific Skills:**

##### **Essential**

- Ability to manage and set priorities, handle multiple responsibilities/work interruptions and meet deadlines.
- Recognizes "who" the client is and seeks to identify ways to increase satisfaction.
- Acts as a role model in demonstrating service culture.
- Seeks input, meets expectations, maintains communication, and follows –up with the client.
- Creative, detail-minded, with good planning and organisational skills; and self-motivated.
- Must be process-driven and detail-oriented with strong interpersonal skills.
- Managerial skills - Ability to delegate work, set clear direction and manage workflow.
- Strong mentoring and coaching skills. Ability to train and develop subordinate's skills.
- Ability to foster teamwork among team members.

#### **3. How to Apply:**

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Copies of Notarised Degree/Diploma certificates
- Relevant certificates, including Certificate of Services, where applicable;
- Copies of academic papers;
- A photocopy of the Passport/National ID;
- Three referees

The deadline for submitting application documents (**Only in PDF Format**) is **November 13, 2025**. Please apply via the link: <https://erecruitment.rwandair.com/>

***Please note that candidates who previously applied for this position are discouraged from reapplying.***



**RwandAir**

*Fly the dream of Africa*