



Position title: Grievance Mitigation Committee Head

Date: 9th March 2026

Work base: Head Office

Reporting to: Group Grievance Mitigation Committee

Expected starting date: Any time

Employment Contract type: One Year (Renewable).

About the ASA International (Rwanda) Plc:

WHO WE ARE

ASA International (Rwanda) Plc (subsequently referred to as "ASA Rwanda" or the Company), is a subsidiary of ASA International Holding Ltd. that is a Public Limited Company registered in Mauritius. ASA Rwanda was registered in 2014 and is licensed by Central Bank of Rwanda (BNR) as a deposit-taking microfinance institution.

The Company started operations in 2016 and is currently working countrywide with thirty-seven (37) branches. It aims specially to work for alleviating poverty through providing small, socially responsible loans to low-income entrepreneurs, most of whom are women, across the Country. The Company has a strong commitment to financial inclusion and socioeconomic progress in the country. It is to be noted that, ASA International Group Plc has established microfinance institutions in thirteen (13) countries in Asia and Africa in a bid to bring low-income people in the financial system and is listed on London Stock Exchange.

Position: Grievance Mitigation Committee (GMC) Head, ASA International-Entities

Role: The GMC Head is an independent position whose sole responsibility is to settle unresolved employee grievances that may have adverse impact on the effective operation of ASAI. The GMC Head is accountable for ensuring that both parties find the GMC mitigation process transparent, informative and thorough, whilst adhering to policy and thus regulations. She has to carry out her position's responsibilities in such a way that minimizes risk related with staff privacy and ensure that all disclosures & relevant data & documents will be handled seriously, treated as confidential and managed without fear of reprisal of any form upon any employee. She must adhere to all of the requirements established by the GMC-Chairperson of Group-GMC at each stage of GMC functionality.

Work Schedule

- The Head GMC will work on a part-time basis, being present in the office for at least 8 days per month.
- The Head GMC must work at least 2 days per week and may be required to work a full day when necessary.
- The Head GMC may visit a Branch or Area Office in instances where a direct complaint or appeal has been lodged by a staff member, as applicable.

Responsibilities

- Employee complaint or appeal and Direct Complaint must be opened by GMC-Head.
- Immediately forward all the received Appeal, Direct Complaint and Complaint reported in GMC-Entity to GMC-Group for further guideline and ensuring adherence to GMC-Group guidelines during the mitigation process.
- Maintain confidentiality in GMC activities and follow respective Entity manuals and Country Labor Law for upholding justice.
- Send the following monthly GMC reports as per format within allotted time-
 1. "Monthly Meeting & Appeal Report Format" (Annex-1)- Two monthly meeting reports as per the "Monthly Meeting & Appeal Report Format" (Annex-1) are to send to GMC-Group. These reports are about the scrutinization and summarization of the received complaint/appeal.
 2. "Monthly Complaints follow-up report" (Annex-3)- This report contains employees' complaints updated status.
 3. "Punishment Report" (annex:2)- This report scrutinizes whether the taken actions of management against staff for offences are compliant with the respective entity's manual or not.
 4. "Quarterly reports on Appeals & Direct complaints- This report is about the final status of the received appeals and Direct Complaint.
 5. Manual review- Scrutinization of differences on key practices between HR manual and Labor law regarding such as: termination, demotion, promotion, increment held, penalty, transfer and others.
- Lead the GMC session as the resource person in the orientation program, training session, exit interview and online training session that will be set by HR of the respective entity.
- Follow and adhere the GMC policy, procedure, and instructions of Group GMC-Chairperson.
- Conduct physical visits to the respective Entity branches related to the grievance, if needed, after receiving guidance or instructions from Group-GMC.

Education and Skills

- Bachelor or master's degree in management or law
- Extensive experience (10-15 years) in managerial roles (priorities retired female professional).
- Excellent verbal/writing communication skills in English.
- Ability to handle stressful situations with grace and professionalism.
- Strong communication and interpersonal skills.
- Excellent problem-solving and conflict resolution abilities.
- Track record of delivering excellent results in leadership roles and commanding respect.
- Ability to analyse data and identify trends in staff complaints.
- Knowledge of relevant laws and regulations of the respective entity.

Essential Values, Behaviours and Skills:

- Self-Driven with a zeal to-do approach.
- Excellent team player with a positive attitude.
- Meticulous, attention to detail and ability to meet deadlines.
- Strong understanding of country laws.
- Strong moral & ethical values and good physical & and mental health with strong integrity.
- Ability and willingness to visit branch as and when necessary.

Salary & Benefits:

- As per ASA International Policy.
- No additional remuneration for the extra hours worked beyond the agreed schedule (if needed).
- No additional benefits.

Job duration

- Fixed-term period of one (1) year

Work environment

- ▶ Based at Head Office in Kigali, with occasional travel to field offices and client communities.
- ▶ Fast-paced, collaborative work environment focused on impact and growth

Job location

Kigali, Rwanda

Application process

Interested candidates should submit their resume and cover letter to asarecruitment@asarwanda.rw with subject line mentioning **Head Of GMC**. Submission of Application should be before **9th March 2026 at 5:00 PM**. Only shortlisted candidates will be contacted for further evaluations. If you do not hear from us in 2 weeks after the deadline, know that you are not meeting our requirements.

ASA International Rwanda Plc is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to diversity, inclusion, and creating a supportive work environment where all employees can thrive.


Christian Salifou
Chief Executive Officer