

JOB ADVERTISEMENT – TALENT DEVELOPMENT ADMINISTRATOR

Job Title: Talent Development Administrator
Reports to: Talent Development Manager
Department: HR & Administration
Location: Kigali International Airport

Are you passionate about helping people grow, creating learning opportunities, and shaping careers? Do you thrive in a fast-paced, high-energy environment where transformation is happening every day? If yes, then RwandAir's HR Team wants YOU on board as our Talent Development Administrator!

Job Purpose

You will support the day-to-day functions of the training department related to all training matters and administrative duties. You will process and respond to general queries, maintain records, and coordinate with internal stakeholders. You will ensure that best practices and consistency are achieved by adhering to the departmental procedures and Company policies.

As part of our HR team, you'll play a key role in supporting training programs, onboarding new hires, and driving employee growth as we build a next-generation airline. If you're ready to turn your passion for people into impact, this is your chance!

1. Key Duties and Responsibilities:

- Support in organising training events that include preparation of logistics, assistance to instructors, participants' registration, venue booking, refreshment arrangements, etc., to ensure seamless training delivery.
- Prepare and process pre- and post-training communication, including participants' nominations, joining instructions, invoices, completion certificates, etc., to ensure an end-to-end communication process with internal parties and vendors.
- Create and organize training materials, including participants' binders and handouts, name tags, table tents, signage, etc., to provide participants with sufficient learning resources and tools.
- Collect, compile, and process feedback, evaluation, and assessment forms to ensure the issuance of reports on training results achieved.
- Collect, compile, and update training data and activities (electronically and manually) on a regular weekly, monthly, and yearly basis to produce training records.
- Act as the first point of contact for external and internal customers, receiving and channelling various enquiries efficiently to the respective team members by responding to phones, emails, faxes, etc.
- Coordinate, attend and take meeting minutes as necessary to register responsibilities and action points.
- Prepare requests for instructors' visas, airport pass issuance/renewal, business cards, etc. to ensure regulatory compliance for internal and external instructors/contractors.
- Request office stationary and procure appropriate volumes of supplies using available electronic systems (Oracle, e-procurement) to support smooth day-to-day business operations.
- Coordinate maintenance and cleanliness of the office spaces, workplace, and training rooms with responsible facilities maintenance teams to ensure appropriate work and learning environment.



- Provide business documentation support, including report writing, presentation creation and spreadsheet preparation and distribution of such materials.
- Organise the training calendar for the courses offered by RwandAir. Prepare and consolidate training reports on a monthly/quarterly/yearly basis and assist in producing ad hoc reports to maintain regular and continuing training statistics.
- Notifying the staff of their upcoming training to ensure that they are aware of the training details and sign the acknowledgement sheet to effectively record and track training attendance.
- Maintaining, and updating the hard files and electronic files pertaining to training programs and clients.
- Managing and updating a database of training experts to be used in training programs.
- Perform other duties as required by the Head of the Department.

2. About You - Minimum Standard Qualifications;

- A Bachelor's Degree or Equivalent with Minimum 2 years of job-related experience.
- Previous work experience in administration roles, customer service and support services is required.
- Experience in working with databases, HR and administrative systems.
- Experience in Human Resources/Training is an advantage.

3. About You - Other Desired Competencies & Skills;

- Working knowledge of the English language.
- PC literacy with sound knowledge of MS Word, Excel and PowerPoint.
- Customer orientation combined with the ability to build relationships and effectively interact with a diverse workforce.
- Attention to detail and professional attitude to work.
- Efficient organization skills and time management.
- Excellent communication, planning and coordination skills.
- Understanding and application of organizational processes and procedures in real-life situations.
- Maintaining the required level of confidentiality.
- Technology awareness in terms of office supplies, equipment, maintenance and usage requirements.

4. How to Apply:

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

The deadline for submitting application documents (**Only PDF Format**) is **April 04, 2025**. Please apply via the link: <https://erecruitment.rwandair.com/>.