

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: Quality Manager, Flight Operations
Department: Compliance & Risk
Location: Kigali International Airport

Job Purpose

Responsible for overseeing the audit and compliance program of flight operations. This role involves developing, implementing, and maintaining a robust quality management system, conducting audits, and ensuring adherence to regulatory requirements and industry best practices. The Quality Manager works closely with the head of flight operations standards and compliance to foster a culture of compliance and continuous improvement.

1. Key Duties and Responsibilities:

- Ensure that all flight operations activities comply with applicable aviation regulations, company standards, and industry best practices.
- Monitor regulatory changes and ensure timely updates to the QMS and operational procedures in flight operations.
- Plan, conduct, and oversee audits of the Flight Operations department to assess compliance with regulatory and company standards.
- Monitor the implementation of corrective and preventive actions resulting from audit findings and non-compliance issues.
- Maintain comprehensive records of all quality assurance activities, audits, and findings related to flight operations.
- Prepare reports on quality performance, compliance trends, and any significant quality issues in flight operations.
- Collaborate with the Safety Manager to assess the effectiveness of risk controls.
- Develop and monitor key performance indicators (KPIs) related to quality and compliance.
- Work collaboratively with the head of standards and compliance to ensure a cohesive approach to quality management in flight operations.

1. Desired Profile: Required education, Experience, and Abilities

- Bachelor's degree in Aviation Management, Engineering, Quality Management, or certification in a flight operations-related technical field.
- Minimum 5 years of experience in a flight operations technical field and minimum 2 years in a quality systems role with a strong understanding of aviation regulations and standards.
- In-depth knowledge of aviation regulations and industry standards.
- Ability to lead quality initiatives, collaborate with cross-functional teams, and lead and manage projects effectively to drive change.



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- Excellent communication and interpersonal skills. Strong verbal and written communication skills for reporting, audits, and training.
- Detail-oriented with strong organizational skills. Ensuring compliance with safety procedures and documentation.
- Problem-solving: Addressing safety concerns and implementing corrective actions.
- Proficiency in computers and software applications and tools

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;
- Copies of academic papers;
- A photocopy of the Passport/National ID;
- Three referees

The deadline for submitting application documents (Only PDF Format) is **November 05, 2025**. Please apply via the link: <https://erecruitment.rwandair.com/>

NB: Applicants who have previously applied for this position are discouraged from reapplying.