

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: Senior Manager Catering Services and Inflight Products
Reports to: Head of Corporate Brand and Products
Department: Commercial
Location: Kigali International Airport (KIA)

At RwandAir, we're not just flying — we're reimagining what it means to be Africa's most customer-loved airline. We are looking for a customer centric, commercially sharp, and execution-driven Senior Manager Catering Services and Inflight Products to drive our catering services and inflight products strategy into the future.

Job Purpose

The Senior Manager Catering Services and Inflight Products is responsible for building and executing a long-term catering & in-flight services roadmap aligned to RwandAir's brand positioning and customer expectations; lead innovation in menu design, product selection, and service delivery to differentiate our onboard experience. As Senior Manager Catering and Inflight Products you will lead a dynamic portfolio spanning with clear focus on.

This role is about designing, implementing, and continually uplifting our catering and in-flight service offerings—delivering quality, innovation, and efficiency that delight customers and support our growth strategy.

1. Key Duties and Responsibilities:

- **Own the product:** Curate meal plans, beverage selections, inflight product improvement, lounges, and onboard retail tailored to passenger demographics—transforming service in line with market trends.
- **Lead suppliers:** Identify, negotiate, and manage contracts and SLAs with catering providers and in-flight product suppliers; drive performance, cost efficiency, and compliance with safety & hygiene standards.
- **Drive operational excellence:** Optimize food production, logistics, and waste reduction in partnership with Catering; monitor budgets while maintaining high service standards; collaborate with fleet and aircraft teams so galley equipment and layouts enable outstanding service.
- **Champion compliance & quality:** Ensure operations meet local and international aviation regulations; conduct audits and quality assurance for consistent, reliable delivery.
- **Raise customer satisfaction:** Use passenger feedback and competitive analysis to refine offerings; partner with Customer Experience and Marketing to reinforce the brand through in-flight services and personalization (e.g., pre-order meals and dietary preferences).
- **Lead the team:** Set objectives, coach, and develop the function; foster innovation and continuous improvement; build Rwandan national talent through structured coaching and



RwandAir

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succession planning.

- Perform other department duties related to his/her position as directed by the Head of the Department.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Hospitality Management, Business Administration, Aviation, or a related field.
- Minimum of 7+ years of experience in airline catering, hospitality, or in-flight service management.
- Proven track record of leading brand transformation and in-flight product innovation.
- In-depth knowledge of aviation catering regulations, food safety standards, and onboard product innovation.
- Excellent analytical, financial management, and problem-solving abilities.
- Ability to work in a fast-paced, evolving airline environment and drive strategic initiatives.
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3. About You – Other Desired Competencies & Skills;

Previous Experience:

Essential

- Strong leadership and project management skills with experience in supplier negotiations and contract management.
- Strong understanding of customer behavior and premium service trends.
- Proficiency in inventory management and cost optimization strategies.
- Passion for elevating passenger experience through innovative catering solutions.
- People Management and Stakeholder Communication
- High Integrity and Professionalism
- Leadership presence — confident, credible, and collaborative.
- Strong mentoring and coaching skills.
- Excellent command of English language

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 **December 13, 2025 at 17:00 PM**. Please apply via the link: <https://erecruitment.rwandair.com/>.