

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: People Performance Specialist
Reports to: Senior Manager, Talent
Department: Human Resources
Duty Station: Kigali International Airport (KIA)

Job Purpose

Responsible for evaluating and enhancing the performance of employees within the organization. This role involves developing performance metrics, implementing performance management and development programs, and collaborating with managers to drive continuous improvement and ensure alignment with business goals. Advise management on the procedures necessary to advance individual performance in alignment with RwandAir's business objectives.

You'll support all areas of Talent and Performance Management, working in partnership across the business to ensure we have the right people with the right skills to deliver our strategic goals.

1. Key Duties and Responsibilities;

- In collaboration with the HR Management design and implement performance management programs that align with RwandAir's strategic goals.
- Research best practices in people performance, and design and develop a tailored performance management system.
- In collaboration with the HR Management and implement performance metrics and evaluation criteria.
- Leverage existing ERP system, plan and implement comprehensive performance management and automation plans and enforce the performance cycle.
- Design and develop communication programs to link talent development more clearly to performance management.
- Support the implementation of a competency-based framework system and train department heads to carry out competency assessments, determine employee development needs and provide support.
- Align the performance management system with RwandAir's business strategy and continuously improve processes to develop a performance appraisal system.
- Bring regular insight and external thinking to the team so we're at the forefront of Talent analytics and Performance Management.
- Analyze employee performance data and identify areas for improvement.
- Provide insights and practical recommendations from our People and Talent data.
- Present and influence at all levels, across the team and wider business.
- Seek further data-driven opportunities to add new value to the business and be a continuous improvement champion.



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- Oversee the implementation of key performance measures, core competencies and core values into the performance appraisal system.
- Identify below/poor performers and work closely with their Managers and HRBP to identify development plans and areas for improvement.
- Monitor the effectiveness of implemented strategies and make necessary adjustments.
- Perform other department duties related to his/her position as directed by the Head of the Department.

If you're a driven performance specialist with expertise in talent development, employee engagement, and optimizing workforce efficiency – ready to drive a culture of excellence we want you on our team! Then learn more about our ideal candidate below.

2. About You - Minimum Standard Qualifications;

- A Bachelor's Degree or Equivalent with Minimum 4 years of job-related experience.
- Working knowledge of HR functions and HR Systems.
- Proven experience in demonstrating flexibility to meet the changing demands of the business.
- At least 2 years' work experience in a business analysis role.
- Experience in project management.
- Excellent English language skills, both spoken and written.
- A recognised accreditation in Human Resources is preferred.

3. About You - Other Desired Competencies & Skills;

- Proven ability to work under pressure to defined time scales.
- Ability to prioritise and manage multiple projects/tasks.
- Excellent customer service and relationship management skills.
- Sound judgement, good problem-solving and analytical skills.
- Continuous process improvement capability.
- Excellent writing skills for content writing for newsletters, HTML creation
- Highly developed planning, analytical and problem-solving skills.
- Understanding of manpower planning and performance management functions.
- Strong commercial focus and business acumen.
- Intermediate/advanced level of Microsoft Office (Word, Excel, PowerPoint, Outlook) skills.
- Experience working in a smaller, more hands-on environment that is resource-constrained.

4. 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 **January 29, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>

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