

**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 Manager

**Reports to:** Senior Manager, Talent

**Department:** Human Resources

**Location:** Kigali International Airport

**Job Purpose**

To lead, design, and institutionalise a robust People Performance Management (PPM) ecosystem at RwandAir, enabling a high-performance culture aligned to the Company's strategic ambitions and transformation agenda. The People Performance Manager owns the end-to-end PPM framework, drives its adoption across all functions in close collaboration with HR Business Partners and Line Management, and serves as the subject matter expert on performance management policy, tools, systems, and capability-building.

**1. Key Duties and Responsibilities:**

**a) Strategic Accountabilities**

- Own and continuously evolve the RwandAir Performance Management Framework, ensuring alignment to corporate strategy, the Skytrax 4-Star transformation ambition, and the Future of Work agenda.
- Advise and influence the Executive Committee (ExCo) and Senior Leadership Team on people performance trends, organisational health data, and evidence-based interventions that improve workforce productivity.
- Lead the design and governance of the performance management policy lifecycle — from framework architecture, calibration protocols, and rating distributions, through to appeals processes and consequence management.
- Partner with the HR Management and to integrate PPM with Talent Development, Succession Planning, and Total Rewards, creating a coherent and mutually reinforcing talent management ecosystem.
- Champion a culture of continuous feedback and high performance by designing and executing change management and communications strategies that shift mindset and behaviours across all organisational levels.
- Provide strategic input to the HR Systems & Digital HR roadmap for performance management, driving digital enablement through ERP, HRIS, and mobile-accessible platforms as part of the broader HR Transformation agenda.
- Represent HR at cross-functional governance forums to ensure PPM is embedded into business planning, workforce planning, and individual development cycles.

**b) Operational Accountabilities**

- Design, implement, and manage the end-to-end annual performance cycle — including goal-setting, mid-year reviews, year-end appraisals, and calibration sessions — across all departments and outstations.
- Build and maintain a competency framework aligned to RwandAir's values, leadership behaviours, and role families, used as the foundation for performance evaluation, development planning, and succession decisions.
- Develop and manage people performance metrics dashboards and analytics reports that track departmental KPIs, flag early performance warning signals, and inform targeted management interventions.
- Support HR Business Partners in facilitating performance conversations, coach Line Managers on conducting effective appraisals, and guide the management of underperformance cases in accordance with HR policy and labour law.
- Coordinate with the Learning & Development function to translate performance data into targeted development interventions, capability-building programmes, and learning pathways.
- Manage end-to-end ERP/HRIS configuration for performance management modules, ensuring accurate and timely data capture, system testing, and strong user adoption rates.
- Design and deliver manager capability programmes — workshops, toolkits, and practical job aids — to build performance management competence and confidence across the organisation.
- Produce quarterly and annual performance management reports for the HR ExCo Committee and Senior Leadership Team, including trend analysis, completion rates, performance distribution, and year-on-year comparisons.
- Manage a team of Performance Management Specialists/Officers, providing day-to-day leadership, coaching, workload management, and performance oversight for direct reports.
- Continuously benchmark RwandAir's PPM practices against aviation industry standards and leading HR practice to identify improvement opportunities and ensure the framework remains fit for purpose.

**2. About You – Minimum Standard Qualifications & Experience;**

**Essential**

- Bachelor's degree in Human Resources Management, Business Administration, Organisational Psychology, or a related field (required).
- Professional HR certification: CIPD Level 5 or Level 7, SHRM-CP/SCP, or equivalent (strongly preferred).
- Master's degree in HR, Organisational Development, or Business Management (desirable).
- Certification in OKR methodology, Balanced Scorecard, or accredited performance coaching (advantageous).
- 5 – 8 years of progressive HR experience, with a minimum of 3 years in performance management, talent management, or HR business partnering.
- Demonstrated experience designing and implementing performance management frameworks in complex, multi-site organisations.
- Proven track record of driving cultural change and embedding performance management as



# RwandAir

*Fly the dream of Africa*

a business-as-usual practice.

- Experience producing people analytics reports and presenting insights to senior/executive leadership.
- Experience in the aviation, hospitality, or broader service industry is desirable.
- Prior experience managing or mentoring junior HR professionals is an advantage.

### 3. Job Specific Skills

#### Essential

- Deep expertise in performance management methodologies: OKRs, Management by Objectives (MBO), Balanced Scorecard, and competency-based appraisals.
- Strong data analytics and reporting capability — ability to synthesise people data into clear, actionable management insights.
- Proficiency in HRIS/ERP systems and performance management technology platforms (e.g., SAP SuccessFactors, Oracle HCM, or similar).
- Policy design, governance, and process documentation skills.
- Project management and change management capability.
- Proficiency in Microsoft Office Suite (PowerPoint, Excel, Word); advanced Excel/data skills are an advantage.

### 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 1<sup>st</sup>, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.