

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: Director, Operational Performance
Reports to: Chief Operations Officer
Department: Operations
Location: Kigali International Office

Job Purpose

The Director, Operational Performance is accountable for driving enterprise-wide operational excellence across RwandAir by providing strategic leadership over the Network Control Center (NCC) and the operational performance management framework.

The role serves as the airline's focal point for real-time operational control, performance governance, disruption management, and continuous improvement, ensuring safe, reliable, cost-efficient, and customer-focused operations aligned to corporate objectives and regulatory standards.

1. Key Duties and Responsibilities:

a. Strategic Leadership and Vision

- Define and own the airline's Operational Performance Strategy, ensuring alignment with safety, customer experience, and financial objectives.
- Act as the executive authority for network-level operational performance, including On-Time Performance (OTP), dispatch reliability, utilization, and disruption recovery.
- Provide strategic leadership and governance over the Network Control Center (NCC) as the single source of truth for daily operations.
- Establish a robust KPI governance framework that links operational performance to cost efficiency, customer impact, and strategic outcomes.
- Serve as the senior escalation point during major operational disruptions (IROPs), ensuring timely, balanced, and data-driven decisions.
- Champion a culture of continuous improvement, accountability, and data-led decision making across all operational departments.
- Represent operational performance matters at Executive Committee and Board-level forums, as required.

b. Operational Accountabilities:

Network Control Center (NCC) Leadership

- Provide strategic oversight of the NCC as the airline's central operational coordination hub.
- Ensure effective real-time collaboration across Flight Operations, Engineering & Maintenance, Ground Operations, Crew, and Customer Operations.
- Set decision-making frameworks and escalation protocols to enable rapid and effective resolution of disruptions.



Operational Performance Management

- Own and continuously enhance the airline's operational performance measurement framework, including but not limited to:
 - On-Time Performance (OTP)
 - Dispatch Reliability
 - Aircraft and Crew Utilization
 - Irregular Operations (IROPs) metrics
 - Mishandled baggage and customer disruption indicators
- Lead root cause analysis and corrective action plans for performance gaps across operational functions.

Disruption Management & Recovery

- Ensure structured, well-governed processes for managing operational disruptions and crisis situations.
- Lead post-event reviews, lessons learned, and systemic improvement initiatives.
- Balance safety, customer impact, and cost considerations in recovery decisions, consistent with airline best practice.

Governance, Reporting & Cadence

- Develop and maintain enterprise-level operational dashboards and executive performance reports.
- Chair monthly operational performance reviews with all operational stakeholders.
- Provide clear, fact-based reporting and recommendations to the COO and Executive Committee.

Cross-Functional & Stakeholder Alignment

- Ensure strong alignment between NCC, operational departments, and corporate planning functions (e.g., Network Planning).
- Interface with Safety, Quality, and Compliance teams to ensure alignment with SMS, IOSA, and regulatory expectations.
- Promote standardized processes and shared accountability across the operation.
- Perform other duties as required by Line Manager.

2. About You – Minimum Standard Qualifications;

Bachelor's degree in Aviation, Engineering, Operations, or equivalent., or a related field. A Master's degree is a plus; with years of progressive leadership experience.

Essential

- 10+ years in senior airline operational leadership roles within OCC/NCC, flight operations, or operational performance environment with proven track record in major transformation.
- Demonstrated experience leading cross-functional operational teams in complex, time-critical environments.
- Advanced professional training in airline operations, OCC management, or performance Management (IATA or equivalent) is highly desirable.
- Strong familiarity with IATA/ICAO operational readiness frameworks preferred.
- Proven leadership in developing and implementing compliance and risk management programs.
- Excellent verbal and written communication skills in English.

3. About You – Other Desired Competencies & Skills;

Essential

- Airline Operations & OCC/NCC Management Excellence
- Operational Performance Analytics & KPI Governance
- Disruption, Crisis & Recovery Management
- Safety, SMS & Regulatory Awareness
- Process Design & continuous improvement
- Executive-level program leadership
- Cross-functional influence and change management
- Strategic planning and risk management
- Operational simulation and testing
- Data-driven decision-making
- Strong analytical, leadership, and proven problem-solving skills.

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 **May 21st, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.