

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:** Cabin Appearance Manager  
**Reports to:** Director Ground Operations  
**Department:** Ground Services  
**Location:** Kigali International Airport

### **Job Purpose**

The Cabin Appearance Manager is responsible for leading and overseeing all aircraft appearance operations to ensure exceptional standards of cleanliness, hygiene, and presentation across the fleet. The role supports RwandAir's commitment to customer satisfaction by ensuring aircraft cabins consistently reflect the airline's brand image and service excellence. The position also ensures regulatory compliance, effective contractor management, operational efficiency, and continuous service improvement through audits, innovation, and technology.

### **1. Key Duties and Responsibilities:**

#### **Strategic**

- Drive improvement in the quality of service within Cabin Appearance in line with the Company's ambition of achieving 4 star rating.
- Drive transformation of Cabin Appearance department to improve cost management, work efficiency and improve Company's financial performance.

#### **Operational**

- Ensure all aircraft are cleaned, groomed, and presented in accordance with RwandAir's appearance standards across all cabin classes, including passenger cabins, lavatories, galleys, and crew rest areas.
- Plan, coordinate, and supervise daily aircraft appearance activities to ensure timely service delivery within aircraft turnaround schedules and compliance with deep-cleaning programs.
- Implement and maintain digital monitoring systems, checklists, and reporting tools to track grooming performance, compliance status, and audit outcomes in real time.
- Develop, review, and enforce Standard Operating Procedures (SOPs) that align with ICAO, IATA, and WHO hygiene requirements, including enhanced cleaning and disinfection protocols.
- Lead, coach, and supervise aircraft appearance personnel, ensuring continuous training in grooming standards, hygiene practices, occupational safety, and security requirements.
- Take overall responsibility for safety and security performance within the Aircraft Appearance Department by identifying, investigating, and addressing hazards, incidents, and operational risks through effective corrective actions.
- Ensure all security threats, breaches, and operational incidents identified during daily activities are reported promptly and managed appropriately.

- Monitor and report safety and security hazards discovered during operations while ensuring compliance with company reporting procedures.
- Serve as the accountable authority for safety and security performance within aircraft appearance operations.
- Manage inventories of cleaning supplies, equipment, tools, and environmentally friendly products to ensure operational readiness, cost efficiency, and sustainability objectives.
- Work closely with procurement teams and suppliers to source biodegradable and sustainable cleaning products that support the airline's environmental commitments.
- Collaborate with flight operations, ramp handling, cabin crew, customer airlines, and other stakeholders to ensure aircraft appearance services meet operational and service-level expectations.
- Maintain accurate records and reports related to grooming schedules, audit findings, incident investigations, inventory management, and operational performance.
- Actively participate in safety meetings, quality initiatives, and awareness programs that promote a strong safety culture and customer-focused service delivery.
- Drive continuous improvement initiatives aimed at enhancing service quality, operational efficiency, compliance standards, and customer satisfaction.

## **Accountabilities**

### **Management & Leadership**

- Establish the departmental or teams' objectives and priorities to align with and support business objectives.
- Regularly evaluate the departmental or teams' objectives, plans, procedures and practices, and makes appropriate changes if needed.
- Oversee and supervise employees. Direct daily activities, recruit, train, develop and discipline to ensure a high standard of service delivery.
- Train and develop other employees, to ensure succession planning is in place.

### **Personal Development**

- Take responsibility for own ongoing personal development and growth of expertise.
- Keep abreast with any market trends and developments.
- Assist in the response to any emergency or a major operational disruption affecting RwandAir or its subsidiaries.

### **Safety**

- Responsible to ensure that employees at all levels understand work health and safety requirements and expectations through provision of relevant RwandAir induction, information, instruction, training and supervision.
- Ensure compliance to all relevant safety, security, quality and environmental management policies, procedures and controls across the operation to assure employee safety, security, legislative compliance and delivery of high quality service with a responsible environmental attitude.
- Ensure that all managers and supervisors understand work health and safety requirements and expectations to the extent that they can pass on relevant information, identify training needs and provide appropriate supervision in their workplace.

- Take a direct and personal interest in reported injuries, incidents, near misses and hazards to ensure that appropriate reporting, investigation and response is being achieved.

### **Environmental Management**

- Identify future issues and challenges stemming from environmental legislation and global trends.
- Incorporate these issues into business strategy and management tools to deliver enhanced business resilience and embed environmental issues as part of business strategy.

## **1. QUALIFICATIONS, EXPERIENCE & SKILLS:**

### **Education and Experience**

- Bachelor's degree or equivalent professional qualification.
- Minimum of four (4) years of experience in Ground Operations, Aviation Services, or the Travel Industry.
- At least two (2) years of management or supervisory experience.
- Proven experience in planning and managing large teams and operational resources.
- Demonstrated ability to manage equipment, materials, and operational budgets effectively.
- Experience delivering high-quality service in a fast-paced and demanding operational environment.

### **Knowledge, Skills, and Competencies**

- Strong customer service orientation, preferably within the aviation industry.
- Sound financial and budget management awareness.
- Process-driven with strong organizational and analytical skills.
- Excellent leadership, communication, and stakeholder management abilities.
- Knowledge of aviation safety, security, quality assurance, and regulatory requirements.
- Ability to drive operational excellence, innovation, and continuous improvement initiatives.

## **2. JOB DIMENSIONS:**

### **Organisational Accountability**

- Local accountability with Global impact

### **Managerial & Supervisory Accountability**

- Manages a department within a division
- Supervises through other management personnel

### **Leadership & Strategic Accountability**

- Interprets policy and develops tactical plans
- Develops department strategy

### **Financial Accountability**

#### **Operating Budget**

- Full management of operating budget (Prime Accountability)
- In line with the department's budget

#### **Expenses**

- Approves expenditures
- In line with the department's budget

#### **Revenues**

- Department revenue accountability

#### **Customer Accountability**

- Interfaces with executive decision makers

#### **Freedom to Act Independently**

- Sets policies and objectives

### **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 **(in PDF Format Only)** is **June 26, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>