

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 GSE Maintenance
Reports to: Head of Airside Operations
Department: Ground Services
Location: Kigali International Airport

Job Purpose

To manager RwandAir GS Engineering Services within agreed standards and financial targets and seeks to enhance and deliver best practice Engineering management and strategic, operational and tactical Engineering Operational and Organisational change leadership at Kigali and Kamembe. Implementing the project management processes, planning and execution; providing governance and closure to ensure that WB GS Engineering GSE workshop, stores and support services workstreams are delivered on time, within budget and within scope.

1. Key Duties and Responsibilities:

Strategic

- As a member of the senior leadership team provide significant contribution in the identification and development of strategic plans to improve the WB GSE Engineering organizational performance as well as Safety & Environmental Policy including Health & Safety standards of the business.
- Leads WB GSE Engineering Management team as an innovative, best practice Ground Support Equipment (GSE) Engineering Division.
- Lead, direct and govern portfolio, programme and project management within the WB GSE Engineering team using best practice methods, systems and standards. Lead in the development and analysis of Engineering business cases with business owners incorporating Finance using best practice methodologies and governance.
- Partner with business units to identify gaps and opportunities in and between organizations in order to initiate process development and change management projects.
- Identifies and delivers key Engineering projects that will benefit our business, our people and our stakeholders.
- Identifies and delivers key strategic systems support in conjunction with WB IT to ensure WB GSE Engineering Workshop, stores and support sections have up to date technology in place.
- Review safety KPIs & processed of workshop, stores and support section to ensures that safety and security of the operations remain the highest priority.
- A key member of the senior management team leading the WB GSE Engineering strategic growth agenda and make the strategic key decision on time in order to achieve growth plan of WB GSE Engineering.

Operational

- Develop the strategic WB GSE Engineering plan, objectives and priorities to align with and drive business strategy and manage tactical implementation.
- Regularly evaluate the departments objectives, plans, procedures and practices, and makes appropriate changes if needed.
- Responsible to periodically review and introduce best operational practices & processes, procedures and controls and to communicate clearly and concisely standards, accountabilities and responsibilities to all direct & indirect reports.
- Responsible for delivery of the assigned Engineering section's KPIs through proper monitoring of the Workshop, Stores and Support section teams.
- Responsible to review workshop team deliverables for completeness and accuracy acting as a champion for quality assurance, executing work plans and making modifications as necessary in order to achieve QAS Engineering workshop services execution
- Facilitate process development workshops based on business needs and map the process with the people in the business by demonstrating situational awareness.
- Develop and use a proper methodology to ensure business processes are maintained effectively and are updated when required. Ensure business processes objectives are implemented like reduction of costs, revenue enhancements, customer satisfaction and that duplication of activities, lack of control, manual activities, operations inefficiencies, etc. are eliminated.
- Demonstrate the ability to maintain a safety program that will ensure all ground support equipment is maintained to the correct specifications, and all employees are current and compliant with the correct training in relation to their position.

Business Acumen

- Uses understanding of business principles to establish clear priorities for action. Makes decisions based on facts and analysis (e.g. potential profit, cost-benefit, market conditions, return on investment).
- Demonstrates a clear understanding of the P&L budget and is highly aware of the day-to-day costs and actively manages costs and the budget in an effective manner.
- Builds value partnerships with our customers.
- Performs other department duties related to his / her position as directed by the Head of the Department

Management & Leadership

- Establish the department or teams objectives and priorities to align with and support business objectives.
- Regularly evaluate the department 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.

2. QUALIFICATIONS, EXPERIENCE & SKILLS:

Qualifications and Experience:

Bachelor's Degree or Equivalent with Minimum 8+ years of job-related experience

Essential

- Executive Management experience required
- Significant previous experience as a GSE workshop manager or maintenance and repair workshop in industrial equipment / heavy equipment
- Experience of leading, managing, inspiring and engaging a large multi-cultural workforce

Preferred

- Blue chip Engineering organization

Job Specific Skills:

Essential

- Expert knowledge of ground handling operational procedures.
- Must possess a strong, decisive and collaborative leadership style.
- Demonstrate the highest standards of integrity, equality and respect.
- Ability to effectively communicate with clear, concise and consistent messages.
- Experience of leading, managing, inspiring and engaging a large multi-cultural workforce.
- A change agent, results oriented who can deliver innovative execution at pace.
- Understands the value of high customer service delivered within a cost conscious culture.
- Strength in learning and development; mentoring and coaching skills.
- Fluent in spoken and written English

- Managerial skills - Ability to delegate work, set clear direction and manage workflow. Strong mentoring and coaching skills. Ability to train and develop subordinate's skills. Ability to foster teamwork among team members.

3. JOB DIMENSIONS:

Organisational Accountability

- Local accountability with Global impact

Managerial & Supervisory Accountability

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

Leadership & Strategic Accountability

- Develops policy and sets strategic direction
- 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

- Non revenue generating role

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 **August 10, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>