

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: Head of Outstation Operations
Reports to: Director Ground Operations
Department: Ground Services
Location: Kigali International Airport

Job Purpose

Lead RwandAir's network-wide Outstation Operations across all current and future international destinations, ensuring safe, compliant, on-time and 4-Star ground handling at every station regardless of operator (RwandAir staff or third-party GHA). Set the global standards, governance framework and commercial terms (SGHA / SLA) that protect the airline's safety, brand and financial performance. Drive the new-station opening agenda in line with RwandAir's network expansion strategy, and develop Outstation Managers as ambassadors of the RwandAir 4-Star service promise.

1. Key Duties and Responsibilities:

Strategic

- Define and deploy the global Outstation operating model, governance framework and performance standards for all RwandAir destinations, aligned with the airline's network and 4-Star transformation agenda.
- Lead end-to-end commercial governance of Standard Ground Handling Agreements (SGHA) and Service Level Agreements (SLA) across the network, securing best-in-class terms and risk-balanced contracts.
- Ensure compliance with the Aviation Safety and Security Programme across airports, aircraft, facilities and baggage, and maintain alignment with ICAO Annex 17.
- Establish the Outstation leadership pipeline — Regional Operations Managers (ROMs) and Station Managers (SMs) — through structured development, certification and succession planning.
- Set the strategic safety, security and quality standards for Outstations in alignment with ICAO, IOSA, ISAGO, IATA AHM and host-country regulators; champion deployment of digital, automation and remote-monitoring tools across the network.

Operational

- Manage day-to-day operational performance of all Outstations against agreed KPIs — D-OTP, Baggage Mishandling, Customer Complaints, Safety SPIs and Cost per Turn.
- Direct ROMs and SMs in managing RwandAir and GHA staff at Outstations to deliver Ground Services objectives, brand standards and customer outcomes.
- Oversee end-to-end airport operations at all Outstations — ramp, passenger check-in, boarding, aircraft loading, load control and flight documentation — whether self-handled or sub-contracted.
- Audit and control third-party GHA performance through SLA reviews, station audits and compliance verification visits; close findings within agreed timelines.

- Drive timely conclusion of SGHA and SLA negotiations across the network and ensure renewals are managed proactively ahead of expiry
- Run a structured performance management cadence (daily, monthly, quarterly and annual reviews) with service providers and Station Managers to identify gaps, drive corrective actions and replicate best practice across the network.
- Lead station-level Emergency Response and Business Continuity readiness; ensure ERP currency, drills, contact lists and recovery playbooks at each station.
- Manage the Outstations operating budget; control unit cost, GHA fees and station overheads, and approve expenditure within delegated authority.
- Plan, coordinate and execute new-station setups end-to-end — including GHA selection, infrastructure, manuals, training and entry-into-service readiness reviews.
- Ensure all Station Managers operate disciplined station management in HR, finance and administration, with proper local controls and reporting in place.
- Act as Director Ground Services in his/her absence as delegated by Executive Management, and represent the airline with foreign airport operators, regulators, OEMs and partner airlines.
- Perform other duties as assigned by Line Manager

Accountabilities

Customer Care

- Ensures that the highest standards of Ground Services and Customer care are provided to RwandAir passengers and operating crews at all stations.
- Develop and implement plans to improve the customer experience in areas which are integral and unique to our service in line with the 4 star level of service.
- Through effective leadership, ensure standards of customer service are monitored and actions required for change are implemented efficiently.
- Develop and encourage continued improvement of service standards amongst all direct and indirect reports through coaching, development and training.
- Liaison with internal and external service providers to ensure their service standards are aligned with GS.
- Ensure standards as monitored by industry protocols, customer satisfaction surveys and passenger feedback are reviewed regularly and recommendations are acted upon effectively.

Development of Strategy

- Performs all necessary future planning for opening of new stations.
- Develop, monitor and rollout worthy new initiatives that sustain a competitive advantage.
- Analyse the monthly performance of all outstations in relation to Ground Services' functional responsibilities of regulatory compliance, operational efficiency and customer care.
- Design and introduce initiatives and developments which impact outstations collectively, for continuous improvement, effective control and remedial follow up to achieve the desired results.

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:

Qualifications and Experience:

Essential

- Bachelor's Degree in Aviation Management, Business or a related discipline (or 12+ years' equivalent senior aviation experience).
- Minimum 10 years' aviation/ground handling experience, with at least 5 years leading multi-station / network operations for an airline or major GHA, and proven SGHA / SLA negotiation track record.

Preferred

- Master's Degree (MBA or MSc Aviation Management); IATA Station / Ground Operations Management certification.

Job Specific Skills:

Essential

- Network Operations Leadership — demonstrated ability to manage a multi-country ground operations footprint.



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- Contract & Commercial Acumen — fluency in SGHA, SLA and IATA AHM 810/812/813; training across all areas of airline ground operations including management programmes.
- Regulatory Fluency — ICAO, IOSA, ISAGO, IATA and host-country Civil Aviation Authorities.
- P&L & Budget Discipline — unit cost, GHA cost, productivity and cost recovery; cross-cultural stakeholder management; crisis & ERP leadership; talent development; digital & remote operations using ROC, BI dashboards and remote audit tools (English essential; French strongly preferred).
- Strong commercial acumen and proven track record in contract negotiations across multiple jurisdictions.

2. JOB DIMENSIONS:

Organisational Accountability

- Global accountability

Managerial & Supervisory Accountability

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

Leadership & Strategic Accountability

- Develops policy and sets strategic direction
- Develops companywide 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

- Companywide revenue accountability

Customer Accountability /

Interfaces with customers inside and outside WB

- 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;



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- A photocopy of the Passport/National ID
- Three referees

The deadline for submitting application documents **(in PDF Format Only)** is **August 26, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>