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: **Enterprise Documents Control Manager**
Department: **Compliance & Risk**
Location: **Kigali International Airport**

Job Purpose

Responsible for the development, standardization, and ongoing management of company documents across the airline. The role ensures all company documents reflect the latest industry requirements and trends, are aligned with company branding, and utilize modern technology to streamline processes. This position will collaborate with all airline departments to ensure consistency, accuracy, and compliance in all documentation used across the airline's operations.

1. **Key Duties and Responsibilities:**
   a. **Document Standardization and Management:**
      - Lead the standardization of all company documents to ensure uniformity, accuracy, and compliance with the latest industry regulations and internal policies
      - Ensure that all operational, technical, and administrative documents are updated regularly to reflect the latest regulatory requirements and industry best practices.
      - Develop and maintain a document control system to track revisions, approvals, and distribution of official company documents.
      - Ensure company documents, including manuals, policies, and procedures, are written in a consistent tone, format, and style in line with the airline's brand and communication guidelines.

   b. **Technology and Process Flow Implementation:**
      - Utilize technology tools such as document management systems (DMS), workflow automation, and other digital platforms to improve document control and process efficiency.
      - Create and maintain clear process flows to ensure documents are updated, reviewed, and approved efficiently, minimizing delays in compliance and regulatory submissions.
      - Implement digital solutions to streamline the review, approval, and distribution of critical documents across departments.
      - Provide technical expertise on the use of software tools for document creation, editing, version control, and distribution.

   c. **Industry Compliance and Trends:**
      - Continuously monitor industry trends, regulatory changes, and new standards affecting the airline industry to ensure company documentation remains current and compliant.
      - Liaise with internal departments to gather input and ensure document updates reflect both operational needs and regulatory requirements.

- Serve as the point of contact for external audits or reviews that focus on documentation standards, ensuring all materials meet the necessary compliance benchmarks.

d. Brand Consistency:

- Ensure all company documentation aligns with the airline's brand guidelines, maintaining a consistent visual identity and tone of voice across all documents.
- Collaborate with the Marketing and Communications teams to ensure the brand image is reflected in internal and external documents.
- Review documents for consistency in branding elements such as logos, fonts, and design layouts, ensuring they meet corporate identity standards.

e. Training and Support:

- Develop training programs for employees on document management procedures, including the proper creation, editing, and approval processes.
- Provide guidance and support to various departments to ensure they understand document standards, control processes, and the importance of compliance.
- Promote a culture of continuous improvement by encouraging departments to embrace best practices in documentation and process management.

f. Document Lifecycle Management:

- Manage the complete lifecycle of documents from creation through review, approval, distribution, and archiving, ensuring all documents are accessible and up to date.
- Maintain a document archive system to store historical records and ensure retrieval of previous versions for audit or reference purposes.
- Implement policies for document retention and disposal in line with legal and regulatory requirements.

2. Desired Profile: Required education, Experience, and Abilities

a. Education:

- Bachelor's degree in Business Administration, Information Management, Quality Management, or a related field.
- Certification in Document Control Management or similar discipline is an advantage.

b. Experience:

- Minimum of 5 years of experience in document control, standardization, or quality management within the aviation industry or related sectors.
- Proven experience with document management systems and software tools for process automation.
- Strong understanding of aviation regulations requirements and industry best practices for document control.

c. Skills:

- Expertise in document management, revision control, and version tracking.
- Strong proficiency in document control software and technology platforms.
- Excellent organizational and project management skills to handle multiple document projects simultaneously.
- Detail-oriented with a focus on accuracy, compliance, and quality.

- Strong communication skills for collaboration with different departments and training purposes

d. Personal Attributes:

- High attention to detail and commitment to maintaining high standards.
- Proactive, with the ability to stay ahead of regulatory changes and industry trends.
- Collaborative and communicative, capable of working across departments to achieve common goals.

e. Other Requirements:

- Ability to work in a fast-paced environment and meet tight deadlines for document updates and reviews.
- Flexibility to work extended hours if necessary, especially during audit periods or regulatory changes.

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 **(Only PDF Format)** is **November 30, 2026**. Please apply via the link: https://erecruitment.rwandair.com/

NB: Applicants who have previously applied for this position are discouraged from reapplying.