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: **QuEST Officer**
Reports to: **Senior Manager Support Services**
Department: **Ground Services**
Location: **Kigali International Airport**

Job Purpose

Develop, implement, monitor and analyse risk management, safety and occupational health & safety practices and procedures in Ground Operations and to ensure safety awareness is a top priority for all staff and ensure continuous improvement of safety standards. Actively participate in oversight programs, risk assessments, safety initiatives and incident response / investigations. Facilitate incident and hazard reporting and promote and assist in developing an open Safety Culture within RwandAir.

1. Key Duties and Responsibilities:

Operational

- Report any safety related incident/accident immediately to management, both within RwandAir and other entities including other airlines to ensure consistant flow of safety information, raise awareness and prevent recurrence.
- Conduct safety related investigations with respective internal departments and external parties to ensure that all causes are identified, corrective/preventive actions determined and implemented to prevent recurrence.
- Use photographic evidence, documentation and written statements to assist line managers and the panel in Safety investigations and to ensure correct corrective and preventive measures are implemented.
- Prepare and provide the reports developed from Investigations for the senior management to facilitate effective briefings, operation reviews and claim processing.
- Coordinate the Risk Assessment related activities with respective Managers and WB Safety Team to ensure that all tasks performed by RwandAir GS have been risk assessed and those Assessments remain current.
- Participate in the organisation of regular safety Campaigns and briefings for operational staff to ensure safety awareness across the organisation.
- Provide safety performance reports to Operational Managers on a regular basis to benchmark RwandAir performance against Safety Performance Indicators (SPIs).
- Actively promote and assist in developing of an open Safety Culture within RwandAir GS.
- Ensure, when observing operational activity, that the activity is being conducted as per the SOP and where unsafe activity is observed, it is stopped, followed up and reported via RwandAir Safety Management System (if applicable) to ensure effective service across the network and to make sure that all are aware of safety standards.

- Participate in the development and implementation of policies and procedures to ensure that they remain relevant, are clearly communicated and enforced across all business areas.
- Participate in oversight activities such as inspections, spot checks, ramp walks, etc. to ensure that hazards, unsafe acts and violations are identified, reported and actioned in line with the Company procedures.
- Conduct and participate in drills, emergency response activities and simulations to ensure that adequate level of readiness is maintained at all times.
- Perform other department duties related to his/her position as directed by the Head of the Department

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.

Data Protection

- Ensure that in performance of the role, all uses, disclosures and requests of any information (in any form) are done in accordance with data protection principles adopted by the RwandAir and are limited to what is reasonably required to accomplish the intended business purposes of the use, disclosure or request.
- Comply with all relevant company policies and procedures regarding the use, processing, disclosure and security of any information (in any form) and ensure that all staff under my direct supervision are aware of and comply.
- Consult the Data Protection Officer in matters related to data protection and privacy as appropriate.
- Ensure the confidentiality, security and protection of all information handled in the course of duties is maintained at all times from unauthorised access, use, disclosure, disruption, deletion/destruction, corruption, modification, inspection or recording.

Safety

- 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.

1. QUALIFICATIONS, EXPERIENCE & SKILLS:

Qualifications and Experience:

Bachelor's Degree or Equivalent with Minimum 3 years of job-related experience
Preferably

- Safety Qualification

- Progressive aviation experience

Job Specific Skills:

Essential

- Excellent written and spoken English language
- Excellent communication skills
- Ability to influence at all levels
- Computer skills – MS Office suite, Adobe Creative Cloud would be an advantage

Preferred

- Knowledge of Safety and Quality standards
- Technical skills

2. JOB DIMENSIONS:

Organisational Accountability

- Local accountability with Global impact

Managerial & Supervisory Accountability

- Non managerial role
- Non supervisory role

Leadership & Strategic Accountability

- Interprets policy and develops tactical plans
- Develops team strategy

Financial Accountability

Operating Budget

- No financial accountability - contributes to meeting division/department budget
- In line with the department's budget

Expenses

- No financial accountability - contributes to managing division/department expenditure
- In line with the department's budget

Revenues

- Non revenue generating role

Customer Accountability

- Interfaces with executive decision makers

Freedom to Act Independently

- Operates with significant autonomy

2. 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 **1st December, 2026**. Please apply via the link: https://erecruitment.rwandair.com/