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

**Job Purpose**

Lead RwandAir Ground Services Operations Control — the nerve centre of the airline's ground operation at Kigali — to ensure real-time visibility, coordination and decision-making across check-in, boarding, ramp, baggage and load control activities. Drive operational integrity, On-Time Performance and rapid disruption recovery by orchestrating resources, information and stakeholders across the operational ecosystem. Build a high-performing, data-literate and customer-centric Operations Control team that anticipates and resolves operational risk before it reaches the passenger.

**1. Key Duties and Responsibilities:**

**Strategic**

- Translate Ground Services strategy into the Operations Control concept of operations — covering hub control, ramp control, load control, MayFly planning and disruption management.
- Define and govern the Ground Services performance management and reporting framework — KPIs, data architecture, real-time dashboards and OPR cadence.
- Lead the digital and automation agenda for Operations Control — DCS, BRS, Load Control, AODB and A-CDM integration — in partnership with IT and Commercial.
- Set the standards for inter-functional coordination with Network Operations Control (NOC), Crewing, Maintenance, Commercial, Airside and Passenger Services.
- Establish the operational risk management framework for Operations Control, including degradation procedures, manual back-up and cyber-resilience.
- Build the long-term capability roadmap for Operations Control — competency frameworks, certification, succession and rostering models.
- Champion adoption of Airport Collaborative Decision Making (A-CDM) and Target Off-Block / Take-Off Time discipline in support of D-OTP and turn efficiency.

**Operational**

- Direct 24/7 operational control of ground handling activities at Kigali — ensuring real-time situational awareness, decision-making and resource allocation.
- Generate and disseminate accurate, timely operational information (MayFly, flight movement, load, delay codes) to all internal and external stakeholders.
- Lead the daily / shift performance review cycle and own delay-code accuracy, IATA delay-code classification and Operational Performance Review (OPR) data integrity.

- Coordinate disruption recovery in conjunction with Duty Management — rebooking, re-accommodation, aircraft swaps and downline impact.
- Operate compliant Load Control activities in line with regulatory and Weight & Balance requirements; oversee Load Sheet integrity and licensing of Load Controllers.
- Manage the Operations Control roster, shift utilisation and on-call schedule to ensure 100% coverage and compliance with fatigue management standards.
- Cascade and monitor KPIs and individual performance contracts for all Operations Control staff; intervene on performance gaps and recognise high performance.

**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 with 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:**

Essential

- Minimum 7 years' aviation/ground handling experience, with at least 5 years in Operations Control, Hub Control or OCC leadership.
- IATA Load Control / Weight & Balance certification; demonstrable experience with DCS (Altea/Sabre), BRS, AODB and operational performance reporting.
- Experience leading 24/7 shift-based, multicultural teams in a hub environment.
- Excellent communication, interpersonal and stakeholder management skills, including engagement with regulators, customer airlines and airport operators.
- Fluent in English; French and/or Kinyarwanda strongly preferred.
- Bachelor's Degree in Aviation Management, Operations or a related discipline.

Preferred

- Master's Degree (MBA or MSc Aviation Management); IATA Ground Operations / OCC certification; A-CDM / EUROCONTROL exposure.

**Job Specific Skills:**

Essential

- Operations Control Leadership — demonstrated leadership in Hub Control, OCC or ROC in an airline or major ground handler.
- Systems Fluency — DCS (Altea/Sabre), BRS, Load Control, AODB, A-CDM and ACARS.
- Performance Management — KPI and delay-code analytics, IATA delay codes and OPR governance.
- Crisis & Disruption Recovery — composed, decisive and structured under pressure.
- Investigative Mindset — ability to investigate operational issues and identify underlying causes for delays and service disruption.
- Cross-Functional Collaboration — NOC, Crewing, Maintenance, Airside, Commercial and external stakeholders.
- Process Discipline — SOP adherence, continuous improvement and audit readiness.
- People Leadership — managing 24/7 shift teams with disciplined fatigue management.
- Data-Driven Mindset — fluent in BI dashboards and real-time operational analytics; multilingual capability (English essential; French / Kinyarwanda preferred).

## 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 **10th December 2026**. Please apply via the link: https://erecruitment.rwandair.com/