

ROLE PURPOSE



Role Title: Operations Coordinator	Division: Program Implementation	Location: Rwanda, Kigali	Date: April 2026
Employment type: Full time, Permanent	Reports to: Finance and Operations Manager	Number of direct reports: 1	Leadership Band: Leads Others

Purpose of the role:

The Operations Coordinator is responsible for the effective day-to-day operations of the country office, ensuring a safe, efficient, and well-coordinated working environment that enables program delivery. The role acts as the primary operational coordination point between the Rwanda office and global business operations teams.

The role oversees office and facilities management, procurement coordination, travel and logistics, security, IT liaison, and general administrative support, and provides direct supervision to the Driver and Office Administrator.

The Operations' Coordinator will own the outcomes of:

Office & Facilities Management

- Ensure the efficient and compliant day-to-day running of the Rwanda country office.
- Maintain appropriate storage and filing of non-financial records and documentation.
- Ensure compliance with fire, health, safety, and workplace well-being requirements for the office.
- Manage shared office facilities, including meeting rooms, Audio Visual equipment, kitchen arrangements, and common areas.
- Coordinate purchase, tracking, and replenishment of office supplies, furniture, IT equipment, stationery, and first aid supplies, ensuring cost-effective.
- Act as the Country Office First Aid Officer, ensuring readiness, supplies, and staff awareness.

Procurement & Service Provider Coordination

- Coordinate operational procurement activities to ensure timely, compliant, and cost-effective provision of goods and services in line with FHF policies and governance standards.
- Ensure consistent application of approved procurement processes, proper record keeping, and use of the authorized supplier database.
- Manage relationships with local service providers including landlords, cleaners, utilities, internet providers, maintenance, and security services, ensuring service quality, contract adherence, and timely issue resolution.
- Support contract administration and renewals related to operations service providers, in coordination with finance, legal, and global teams where required.
- Liaise with the Global Business Services team on local operational requirements, escalations, and process improvements.

Travel, Logistics & Security

- Serve as the first point of contact for local and international visitors to the office.
- Coordinate domestic and international travel, logistics, and accommodation for staff and visitors, including visas and travel documentation, schedules, and itineraries.
- Ensure that security briefings, inductions, and guidance are provided to staff and visitors and that the Country Security Manual is accurate and up to date.
- Ensure timely completion, documentation, and submission of security and incident reports, working closely with management and global security focal points.
- Oversee fleet and transport operations, including vehicles leases, maintenance, insurance, car hire, and drivers.

IT & Systems Coordination

- Liaise with the local IT consultant and global IT service desk to support local IT needs for staff and operations.
- Coordinate procurement, setup, and handover of IT equipment for new staff.
- Support staff understanding and use of relevant systems and tools in line with global standards.

Administrative & Coordination Support

- Act as the operational coordination point between the Rwanda office and global business operations teams.
- Provide operational administrative support, including coordination of internal operational and risk reporting.
- Assist with updating, localization, and implementation of policies and procedures in line with FHF standards, ensuring staff awareness and compliance.
- Support onboarding and induction of new staff on local operational processes and requirements.

People Management & Collaboration

- Provide day-to-day supervision and support to the Driver and Office Administrator, including task planning, scheduling, and performance feedback.
- Work collaboratively with program teams to anticipate operational needs, resolve constraints, and support smooth field operations and implementation of Rwanda projects.
- Maintain professional, effective, and respectful working relationships with staff, partners, service providers, visitors, and external stakeholders.

Our Capabilities:

As a member of The Foundation Family, you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance, and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety, and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute to all interactions.



Essential Experience:

At least 5 years' experience in Operations/Administration/Management out of which a minimum of 3 years operations experience with international donor programs.

Skills:

- Exceptional interpersonal skills
- Excellent communication skills both verbal and written in English.
- Good planning, coordination, & organizational skills
- Flexibility and adaptability
- Outstanding analytical and problem-solving skills.
- Proficient in Microsoft office suite applications
- Exceptional attention to detail.

Desirable Experience:

- Global experience in a multinational commercial organization or NGO.
- Experience in the international development or Not for Profit sector.
- Experience in safety and security at the workplace.

Qualifications:

- Essential: Bachelor Arts Degree in business administration, Operations, Management.

Travel: Domestic

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect.

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways which safeguard the health and safety of workers.

To work in The Foundation, you will:

- Be eligible to work in Rwanda.
- Undergo background checks including criminal records and qualifications check.
- Undergo working with children check for positions that are identified as working with children.