

Operations Manager

Location: Rwanda

Reports To: CEO

Employment Type: Full-Time

Overview:

The Operations Manager creates and maintains the systems and infrastructure that support key operations to keep Leadership Lab Yetu efficient. They oversee internal operations, compliance, HR processes, budgets and financial reporting.

Key Responsibilities:

Finance & Operations

- Oversee financial systems, budgeting and reporting.
- Develop and maintain organizational policies, procedures and internal protocols.
- Maintain and enforce financial controls, policies and procedures.
- Manage risk, contracts, and legal documentation.
- Oversee procurement, inventory, and office management.

IT & General Administration

- Oversee the organisation's IT infrastructure.
- Administer user accounts, access permissions, and shared drives.
- Maintain secure data storage practices and routine backups
- Manage IT systems, software subscriptions, and internal platforms.
- Ensure all licenses, insurance, and legal registrations are up-to-date.
- Steer operational improvements by researching and testing new tools or systems.
- Liaise with external IT service providers for technical support and system upgrades.

Compliance & Risk Management

- Ensure compliance with national and international regulations (labor laws, tax, data protection, etc.).
- Coordinate annual audits and manage relationships with external accountants.
- Ensure data protection, confidentiality, and secure documentation practices across the organization.
- Maintain internal governance processes and compliance documentation for Board oversight.

Human Resources

- Monitor labor law compliance, contracts, and leave policies.
- Prepare HR-related reports for internal and external use.
- Coordinate recruitment processes (job postings, interviews, reference checks).
- Oversee onboarding and orientation of new staff and consultants.



- Maintain up-to-date employee records and HR databases.

Culture & Development

- Oversee the development and implementation of staff engagement, wellness, and development initiatives.
- Support team feedback cycles and professional development plans.
- Uphold Leadership Lab Yetu's values in team policies and everyday practices.

Qualifications & Experience:

- **7–10 years of experience** in operations, human resources, or people management roles.
- Degree in Business Administration, Operations, Human Resources, Organizational Development, or related fields.
- Knowledge of financial reporting requirements, HR best practices, labor laws, and inclusive recruitment processes.
- Familiarity with HR tools or systems (e.g., BambooHR, Zoho People, or similar).
- Strong interpersonal and conflict resolution skills.
- Committed to equity, inclusion, and values-aligned team culture.
- Experience supporting team culture, L&D, or wellness initiatives is a plus.
- Experience working on pan-African initiatives or working across the continent is an advantage.
- Written and spoken proficiency in both English and French is an advantage

