

Position: Program Officer

Location: Kigali, Rwanda

Reports To: Program Manager

Employment Type: Full-Time

Overview:

Working across multiple programs and functions, the Program Officer supports the programs, communications and operations functions to ensure smooth delivery and consistent documentation of Leadership Lab Yetu's work.

Key Responsibilities:

Program Support

- Prepare program materials, manage participant communication, support facilitators and source resources required for effective program delivery.
- Maintain program workplans, calendars, activity trackers, participant records, and other program management tools.
- Collate participant feedback and program data, document lessons and insights and contribute to improving program quality and impact.

Content Creation & Communications

- Draft and schedule digital content including social media posts, newsletters, etc.
- Write/ review case studies, blogs and other articles.
- Support updates to Leadership Lab Yetu's website and social media channels.
- Ensure communications align with Yetu's voice and brand guidelines.

Documenting & Reporting

- Maintain organized program records and documentation, including participant, event, output, and outcome information.
- Support preparation of reports for donors, the Board and other stakeholders.
- Use design tools (e.g., Canva, Figma) to create basic visuals, reports, and presentations.
- Track engagement metrics and audience insights to refine outreach strategies.
- Support and contribute towards monitoring and evaluation activities.

Events Coordination

- Coordinate program events and convenings, from planning through delivery and post-event follow-up.
- Support procurement and supervise service providers.

Administration & Operations Support

- Manage calendars, scheduling, and meeting coordination for the leadership team.
- Prepare agendas, take minutes, and organize internal documentation.
- Maintain filing systems, contact databases, and general email accounts.
- Set up virtual events and manage platforms like Teams, Zoom or Google Meet.
- Ensure timely internal communication and task tracking across teams.



Qualifications & Experience:

- **3-5 years of experience** in program coordination, project administration, event management communications, content creation, or event support. Internships and volunteer roles considered.
 - Degree in Project Administration, Marketing, Graphic Design or other relevant disciplines.
 - Strong writing skills with an eye for detail and engaging, values-driven storytelling.
 - Experience coordinating events, workshops, conferences, convenings, or leadership programs.
 - Strong organizational and time management skills, with the ability to manage multiple activities and deadlines simultaneously.
 - Familiarity with social media platforms and content scheduling tools.
 - Basic knowledge of design platforms such as Canva or Adobe Express is an advantage.
 - Experience working in a nonprofit, youth-focused or leadership development organization is an asset.
 - 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.
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