**Organization:** ASA International (Rwanda) Plc.
**Position Title:** Head of Human Resources and Administration
**Department:** Human Resources and Administration
**Reports To:** Chief Executive Officer
**Duty Station:** Head Office, Rwanda
**Employment Type:** Full-time
**Contract Type:** Open-ended Employment Contract
**Expected Start Date:** As soon as possible

**About the ASA International (Rwanda) Plc:**

ASA International (Rwanda) Plc (subsequently referred to as "ASA Rwanda") is a for-profit, deposit taking Microfinance Institution licensed by National Bank of Rwanda and incorporated under The Companies Act, No.103495622 in Rwanda in 2014 and started operations in 2016, currently serving small business through Loans and savings in 37 branches across the country. ASA Rwanda is a subsidiary of ASA International listed on London Stock Exchange, one of the world's largest international Microfinance institutions in the world operating in 13 countries in Africa and Asia.

**Vision:** Reduce poverty by improving the lives of the underprivileged with a key focus on female entrepreneurs.

**Mission:** We have a strong commitment to financial inclusion and socioeconomic progress.

**Objective:** Providing Microfinance loans for business purpose to low-income entrepreneurs with an objective of improving financial inclusion and realize socioeconomic progress. Our loans provide an alternative to low-income entrepreneurs without access to credit from traditional banks. We provide these loans using the ASA Model.

**Function summary**

ASA International (Rwanda) Plc. is seeking a strategic, experienced, and results-oriented Head of Human Resources and Administration to lead its human capital and administrative functions. The successful candidate will drive HR strategy, strengthen organizational effectiveness, attract and retain talent, develop leadership capabilities, and ensure compliance with applicable labour laws and organizational policies. The role will also provide strategic HR guidance to senior management and support the organization's continued growth and commitment to financial inclusion.

**Key Responsibilities**

**1. Human Capital Strategy and Workforce Planning**

- Develop and implement HR strategies aligned with organizational objectives and business growth.
- Lead workforce planning, organizational structuring, and succession planning.
- Advise senior management on human capital priorities and organizational development.
- Promote a culture of accountability, integrity, and performance.

**2. Talent Acquisition and Management**

- Oversee recruitment, selection, onboarding, and workforce deployment across the organization.
- Develop effective talent attraction and retention strategies.
- Ensure fair, transparent, and consistent recruitment practices.
- Strengthen talent pipelines to support current and future staffing needs.

**3. Performance Management and Organizational Effectiveness**

- Develop and oversee an effective performance management framework.


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- Ensure clear job descriptions, performance targets, and accountability structures.
- Coordinate performance appraisals and support managers in addressing performance gaps.
- Promote a results-oriented culture through coaching, feedback, and continuous improvement.

**4. Learning, Leadership Development and Succession Planning**

- Identify organizational training and development needs.
- Design and coordinate staff capacity-building and leadership development programmes.
- Implement succession planning for critical positions.
- Promote continuous learning and professional development.

**5. Compensation, Benefits and Employee Engagement**

- Oversee compensation structures, payroll coordination, employee benefits, and reward systems.
- Ensure competitive and sustainable remuneration practices.
- Develop employee engagement, motivation, wellbeing, and retention initiatives.
- Monitor employee satisfaction and workplace culture.

**6. HR Governance, Operations and Compliance**

- Develop, review, and implement HR policies, procedures, and guidelines.
- Ensure compliance with applicable labor laws, employment regulations, and internal policies.
- Oversee employment contracts, employee records, HR systems, and workforce reporting.
- Manage employee relations, grievances, disciplinary processes, and workplace matters.
- Ensure confidentiality, accuracy, and proper management of employee information.

**7. Administration and Resource Management**

- Oversee general administrative operations, office facilities, assets, and organizational resources.
- Manage administrative budgets and ensure cost-effective utilization of resources.
- Supervise administrative support services, procurement coordination, logistics, and facilities management.
- Ensure efficient administrative support across Head Office and branches.

**8. HR Team Leadership and Strategic Advisory**

- Lead, mentor, and develop a high-performing HR and Administration team.
- Provide strategic HR advice and guidance to senior management.
- Strengthen collaboration with departmental heads and branch management.
- Prepare and present HR and administrative performance reports to management.

**Required Qualifications and Experience**

- Bachelor's degree in Human Resource Management, Business Administration, Psychology, or a related field.
- A Master's degree or professional HR certification (CIPD, SHRM, or equivalent) is an added advantage.
- Minimum of eight (8) years of progressive experience in human resource management, including significant leadership experience.
- Experience in financial services, banking, microfinance, or other regulated sectors is highly desirable.
- Proven experience in HR strategy, talent management, organizational development, and employee relations.
- Demonstrated experience managing HR functions in a multi-branch or geographically dispersed organization.


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- Strong knowledge of labour legislation, HR governance, and organizational development practices.

**Required Skills and Competencies**

- Strong strategic leadership and decision-making abilities.
- Excellent communication, negotiation, and stakeholder management skills.
- Strong analytical, organizational, and problem-solving capabilities.
- Ability to influence senior management and lead organizational change.
- High integrity, discretion, confidentiality, and professionalism.
- Proficiency in Microsoft Office, HR information systems, and workforce reporting tools.
- Strong commitment to employee development, organizational excellence, and financial inclusion.

**Salary & Benefits:**

- Market conforms salary and employment conditions.
- In-house Medical Insurance covering him/her and legal dependents as company policy
- Communication allowances as per company policy
- Monitoring allowance as per company policy
- An annual festival allowance is provided in form of a full month's gross salary to support employees in celebrating special occasions with their families.

**Application process**

Interested candidates should submit their cover letter (indicating expected salary), detailed CV, academic certificates, employment certificates, copy of National ID, and other relevant supporting documents. Applications should be addressed to the Chief Executive Officer tor of ASA International (RWANDA) Plc located in KIGALI City, GASABO District, Plot No. – 95, NTORA Village, KG 784 St. RUHANGO Cell, Gisozi Sector, Kigali, Rwanda. All documents must be combined into a single PDF file and submitted to asarecruitment@asarwanda.rw with subject line mentioning **Head of Human Resources and Administration.**

**Application Deadline:** All applications must be submitted no later than **16 November 2026 at 5:00 PM**. Only shortlisted candidates will be contacted. If you do not hear from us in 2 weeks after the deadline, know that you have not been shortlisted.

ASA International aims to attract and select a diverse workforce, ensuring equal opportunity to everyone, irrespective of race, age, gender, class, ethnicity, disability, location, and religion. Qualified women are particularly encouraged to apply.

**Done at Kigali on 03 November 2026**

Signed and approved by:

**Christian Salifou**
**Chief Executive Officer**
**ASA International (Rwanda) Plc**


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