

JOB DESCRIPTION

HUMAN RESOURCES MANAGER

Human Resources | easyHATCH Ltd | Musanze, Rwanda

Job Title:	Human Resources Manager
Also referred to as:	Chief Human Resources Officer (CHRO)
Department:	Human Resources
Reporting Line:	Chief Executive Officer (CEO)
Member of:	Senior Management Team (SMT)
Direct Reports:	HR Officer, Payroll Officer, Training and Development Coordinator
Employment Type:	Permanent, Full-Time
Location:	Musanze, Rwanda. Multi-site HR oversight required.

1. Position Overview and Purpose

The Human Resources Manager (referred to herein as the HRM or CHRO) is the Company’s most senior human resources professional and is accountable to the CEO for the full scope of people strategy, employment law compliance, talent acquisition and development, payroll and remuneration management, employee relations, and HR operational excellence across all sites and functions.

The HRM is a member of the Senior Management Team and plays a critical enabling role in the Company’s growth strategy: ensuring that the workforce has the skills, structure, motivation, and legal compliance necessary to deliver the Company’s operational and commercial objectives. In a business that depends on highly specialised skills such as; veterinary expertise, hatchery science, biosecurity discipline, and commercial acumen; the quality and retention of the right people is a direct driver of business performance.

The HRM is also the custodian of the Company’s employment practices and culture. This means holding the organisation to the standards set out in its HR policies; including fair treatment, dignity at work, non-discrimination, and transparent performance management; consistently and without exception. The HRM must be willing to give the CEO and senior managers candid, evidence-based HR advice, even when it is not what they want to hear.

easyHATCH operates across breeder farms, hatcheries, and commercial functions, with a workforce that spans highly specialised professional roles (veterinarians, hatchery scientists, accountants) through to large numbers of farm attendants and production workers. The HRM must be equally effective advising on a senior executive appointment and managing a disciplinary process for a farm worker. A deep understanding of Rwanda’s Labour Code and its implementing regulations is a core requirement of this role.

2. Key Relationships

Stakeholder	Nature of Relationship
CEO	Reports directly to the CEO. Trusted people-strategy adviser. Presents workforce plans, remuneration proposals, significant employee relations matters, and HR policy changes to the CEO for decision. Provides candid, evidence-based advice on people-related risks, even when it is not what the CEO wants to hear.
Senior Management Team	Full member of the SMT. Provides the HR perspective on all SMT decisions: hiring, restructuring, compensation, succession, culture, and legal compliance. Holds SMT members accountable for compliance with HR policies within their functions.
Farm & Hatchery Managers	Collaborates on workforce planning for farm, hatchery, and related operations; shift rostering; seasonal labour requirements; biosecurity induction and training compliance; and disciplinary matters in the operations workforce.
Commercial Director / Sales Manager	Advises on commercial team structure, sales incentive scheme design, recruitment for commercial roles, performance management of commercial staff, and non-compete obligations for departing commercial employees.
Chief Financial Officer	Partners on payroll budget, RSSB compliance, PAYE remittance, benefits cost management, and the HR components of the annual budget. Reviews payroll runs before authorisation.
Company Secretary	Collaborates on Board-level governance matters affecting employees (Board member appointment processes, executive contracts, company secretarial documentation for shareholder-related HR matters).
All Department Heads / Line Managers	Provides HR guidance, coaching, and support to all line managers across recruitment, onboarding, performance management, disciplinary matters, absence management, and workforce planning. Ensures all managers understand and apply the Company's HR policies correctly.
All Employees	Point of contact for all employment-related queries, grievances, and concerns. Accessible to all staff at all levels, including farm workers. Maintains confidentiality and impartiality in all employee-facing interactions.
Rwanda Labour Inspectorate / MIFOTRA	Primary regulatory interface for labour law compliance, labour inspections, and any formal employment dispute or mediation proceedings. Ensures the Company maintains full compliance with all MIFOTRA and Labour Inspectorate requirements.
Rwanda Social Security Board (RSSB)	Manages the Company's RSSB registration, monthly contribution filings, and any RSSB audit. Ensures correct treatment of pension, occupational hazard, maternity, and CBHI contributions in coordination with Finance.
Rwanda Revenue Authority (RRA)	Ensures PAYE is calculated, deducted, and remitted correctly and on time. Coordinates with Finance on the monthly PAYE return.
External Legal Counsel	Engages the Company's lawyers on complex employment law matters: senior executive terminations, potential labour disputes, non-compete enforcement, and legislative changes requiring policy updates.

3. Key Responsibilities and Duties

3.1 HR Strategy and Workforce Planning

- a) Develop and maintain a rolling three-year HR strategy aligned with the Company's business plan, covering: headcount requirements by function and site; skills and capability gaps; succession planning for critical roles; total compensation competitiveness; and organisational culture and employee engagement.
- b) Lead the annual HR planning cycle: translate the CEO's strategic priorities into a funded, achievable HR plan with clear workforce, payroll, and development budgets, submitted as part of the annual budget process.
- c) Conduct an annual organisational design review: assess whether the Company's structure, reporting lines, role definitions, and grade levels remain fit for purpose as the business grows and evolves. Present structural recommendations to the CEO and SMT.
- d) Maintain a succession plan for every role graded G9 and above: identify the current incumbent, their readiness horizon, and the internal or external talent pipeline for each role. Review and update the succession plan twice per year.
- e) Provide the CEO and SMT with an annual workforce analytics report covering: headcount by department and site; turnover rate and reasons for leaving; absenteeism rate; training hours per employee; payroll cost as a percentage of revenue; and diversity metrics.

3.2 Recruitment, Selection, and Onboarding

- a) Own the end-to-end recruitment process for all roles, in accordance with the Recruitment and Selection Policy: vacancy authorisation; job description sign-off; sourcing strategy; shortlisting and interview management; reference checks; offer preparation; and employment contract execution.
- b) Personally manage recruitment for all roles graded G9 and above. For roles graded G8 and below, supervise the HR Officer and ensure the process is conducted to the same standard.
- c) Ensure that every employment contract is accurate, complete, signed, and filed before the employee's start date. No employee may commence work without a signed Employment Contract.
- d) Design and deliver a structured onboarding programme for all new employees: general company induction (values, policies, governance structure, key contacts); role-specific technical induction (coordinated with the relevant line manager); mandatory policy training (Code of Conduct, Anti-Corruption, IT Acceptable Use, Biosecurity for relevant roles); and a 30–60–90 day review schedule.
- e) Maintain a talent pipeline for hard-to-fill roles (avian veterinarian, hatchery scientist, senior farm manager): build relationships with universities, professional bodies, and industry networks so that recruitment for specialist roles does not start from a standing start when a vacancy arises.

3.3 Payroll Management and Statutory Compliance

- a) Own the monthly payroll cycle from end to end: collection and verification of attendance and variation data; payroll calculation (including PAYE, RSSB pension, occupational hazard, maternity, and CBHI contributions); payroll report preparation; CFO and CEO review and approval; payroll disbursement; and payslip distribution to employees.
- b) Ensure that PAYE deductions are calculated correctly in accordance with the current Rwanda Revenue Authority thresholds and rates.
- c) Ensure that RSSB contributions are calculated and remitted correctly each month: employee pension contribution 6%; employer pension contribution 6% (total 12%, rising per the RSSB reform schedule to 20% by 2030); employer occupational hazard contribution; maternity insurance; and CBHI employee contribution.
- d) Submit the monthly PAYE return to the RRA and the RSSB contribution schedule to the RSSB within the prescribed deadlines. Late submissions attract penalties that are avoidable and represent a management failure.
- e) Maintain the payroll register, employee payslip archive, and all supporting payroll documentation for a minimum of 10 years in accordance with applicable Rwandan record-keeping requirements.
- f) Conduct a payroll reconciliation at the end of each month, comparing total payroll cost to the approved budget and prior month. Investigate and report any unexplained variance to the CFO before the payroll is released for payment.

- g) Manage salary advances in accordance with the Employee Salary Advance Policy: verify eligibility, process approved advances, maintain the advance register, and ensure deductions from subsequent payrolls are correctly applied.

3.4 Remuneration and Benefits Management

- a) Maintain the Company's Pay Grade Structure and Ranges and ensure that all roles are correctly graded and that salaries are within the approved band for each grade. Present proposed grade changes, out-of-band exceptions, and annual pay review recommendations to the CEO for approval.
- b) Conduct an annual pay benchmarking exercise: compare the Company's salary ranges against comparable roles in the Rwandan agri-business, food production, and professional services sectors. Present findings and recommendations to the CEO and CFO.
- c) Administer all employee benefits in accordance with the Incentives and Benefits Policy: short-term incentive (STI) scheme calculations and payments; long-term incentive (LTI) or equity participation (where applicable); medical/health benefits; transport allowances; housing allowances; and any other benefit provided to specific grades or roles.
- d) Manage the annual STI process: distribute STI targets to line managers at the start of each performance year; collect performance evidence at year-end; calculate STI payments in accordance with the approved formula; present the STI payment schedule to the CEO for approval; and process payment via payroll.

3.5 Performance Management

- a) Own the Company's performance management cycle in accordance with the Performance Management Policy: ensure that every employee has a set of agreed performance objectives and Key Performance Indicators at the start of each performance year; that mid-year reviews are completed on time; and that year-end appraisals are completed, documented, and filed.
- b) Train all line managers in the Company's performance management process: how to set SMART objectives, how to conduct a constructive mid-year conversation, how to write an accurate and fair year-end appraisal, and how to distinguish strong performance from mediocre performance without fear of difficult conversations.
- c) Maintain the performance management calendar: issue reminders to all line managers at each stage of the cycle with the required deadline and the documentation template. Escalate non-compliance by line managers to the relevant SMT member.
- d) Analyse year-end appraisal outcomes across the Company: identify the distribution of performance ratings; flag any department where ratings appear systematically inflated or deflated; and advise the CEO on the workforce implications (STI payments, promotion decisions, development plans, and managed exits).
- e) Manage the performance improvement plan (PIP) process for employees whose performance is below the required standard: work with the line manager to design a structured improvement plan with clear milestones, support measures, and a review timeline. Document and file all PIP-related communications.

3.6 Employee Relations and Disciplinary Management

- a) Manage all formal employee relations matters in accordance with the Company's HR policies and Rwanda's Labour Code: disciplinary investigations, disciplinary hearings, appeals, grievance investigations, grievance hearings, and whistleblowing complaints.
- b) Advise line managers on how to manage informal performance and conduct concerns before they become formal disciplinary matters. The best disciplinary process is one that is never needed because the issue was addressed early, constructively, and consistently.
- c) Conduct disciplinary investigations personally for all cases involving employees graded G8 and above, or where the alleged misconduct is serious enough to potentially result in dismissal or gross misconduct finding. For other cases, supervise the line manager's investigation and review the investigation report before any hearing is convened.
- d) Ensure that all disciplinary and grievance processes comply strictly with the procedural requirements of the Labour Code: the right to be heard, the right to representation, the prescribed notice periods, and the right of appeal. A procedurally defective process, even where the substantive outcome is correct, exposes the Company to legal liability.

- e) Maintain a disciplinary and grievance register: a complete log of all formal cases, their status, their outcome, and any appeal. Review this register monthly and report trend data to the CEO and SMT quarterly.
- f) Manage the separation process for all employee exits: resignation, retirement, redundancy, end of contract, and dismissal. Ensure correct notice periods are served or paid in lieu, final pay and benefits are calculated correctly, the separation certificate is issued within the statutory timeframe, and the employee exits with dignity regardless of the circumstances.

3.7 Training, Learning, and Development

- a) Assess the Company's training needs annually through a structured Training Needs Analysis (TNA), drawing on performance appraisal data, line manager input, workforce planning requirements, and regulatory compliance obligations (e.g. biosecurity training, RSSB requirements, food safety, etc.).
- b) Develop and implement the annual Training Plan: identify the training interventions required; source internal and external training providers; schedule delivery; manage the training budget; and measure the effectiveness of each intervention against pre-defined learning outcomes.
- c) Ensure that all mandatory training is completed on time for every employee: biosecurity induction (before any employee begins work on a farm or in the hatchery); health and safety induction (before any employee begins work on a production site); and any other regulatory or statutory training required by applicable law.
- d) Build internal training capability: identify subject-matter experts within the Company (the Veterinarian, the Hatchery Manager, the Biosecurity Officer, the Farm Manager) who can deliver structured internal training programmes, and support them to do so with proper materials, scheduling, and record-keeping.
- e) Maintain a training records system: a complete log of every training event attended by every employee, including date, duration, provider, content, and outcome. Training records must be available for inspection by line managers, auditors, and regulatory bodies.
- f) Identify high-potential employees across the Company and design targeted development plans; mentoring, stretch assignments, external courses, and professional qualifications; that build the next generation of managers and technical specialists within the organisation.

3.8 HR Policy, Legal Compliance, and Employment Law

- a) Own the Company's complete HR policy suite: ensure all policies are current, legally compliant with Rwanda's Labour Code and applicable regulations, and are written in plain, accessible language. Review all HR policies annually and update them whenever the law changes or operational experience exposes a gap.
- b) Ensure every employee receives, reads, and signs the HR-ACK-001 Employee Acknowledgement of Receipt and Understanding form for all applicable policies, and that completed acknowledgement forms are filed in the employee's personnel file.
- c) Monitor changes to Rwandan employment law, RSSB regulations, PAYE rates, and any other legislation affecting the employer-employee relationship. Communicate relevant changes to the CEO, CFO, and affected line managers in advance of their effective date, with clear guidance on what the Company must do to comply.
- d) Maintain the Company's statutory HR records in a secure, organised, and accessible format: signed employment contracts; personnel files (including performance records, disciplinary records, and training records); payroll records; RSSB and RRA filings; and separation documentation. Minimum retention periods per Rwandan law must be observed for each record type.
- e) Manage the Company's compliance with the Employment Equity Policy: monitor diversity metrics in hiring, promotion, and pay; report on progress to the CEO annually; and identify and address any systemic barrier to equitable treatment of employees.
- f) Respond to any Labour Inspectorate enquiry, inspection, or audit professionally, promptly, and with complete documentary evidence of the Company's compliance. Notify the CEO immediately of any inspection or formal communication from MIFOTRA or the Labour Inspectorate.

3.9 Health, Safety, and Employee Wellbeing

- a) Partner with line Managers and the Avian Veterinarian to ensure that the Company's Health and Safety Policy (OHS-POL-001) is implemented and complied with across all sites, including the farms, hatchery, and head office.

- b) Ensure that all workplace accidents, injuries, near-misses, and occupational diseases are reported, investigated, and documented in accordance with the Health and Safety Policy and applicable Rwandan law. File the required notifications with RSSB’s occupational hazard insurance programme.
- c) Monitor employee absenteeism by site and department. Investigate any pattern of elevated absenteeism that may indicate a health, safety, management, or morale issue. Report findings and recommendations to the CEO and the relevant SMT member.
- d) Design and oversee employee wellbeing initiatives appropriate to a multi-site agricultural business: access to occupational health support, mental health awareness, financial literacy programmes for production workers, and community health partnerships where applicable.
- e) Manage the Company’s leave administration across all leave types in accordance with the Leave Policy (HR-LVE-001): annual leave, sick leave, maternity leave, paternity leave, compassionate leave, and public holidays. Ensure leave records are accurate and that leave liability is reported to the CFO in the monthly HR dashboard.

3.10 HR Operations and Systems

- a) Maintain the Company’s HR information system (HRIS) : ensure all employee records are accurate, current, and complete. The HRIS is the single source of truth for headcount, grades, salaries, leave balances, and training records.
- b) Produce a monthly HR dashboard for the CEO and SMT covering: headcount by department and site; new starters and leavers; open vacancies; payroll cost vs budget; absenteeism rate; disciplinary and grievance cases in progress; and training completions.
- c) Manage the HR team’s own performance: set clear objectives for the HR Officer, Payroll Officer, and Training Coordinator; conduct regular one-to-ones; complete their mid-year and year-end appraisals on time; and invest in their professional development.
- d) Continuously improve HR processes and systems: identify inefficiencies, eliminate unnecessary bureaucracy, and implement practical improvements that make the HR function a genuine service to line managers and employees rather than an obstacle to getting things done.

4. Minimum Qualifications and Experience

Requirement	Specification
Academic Qualification	A minimum of a Bachelor’s degree in Human Resources Management, Business Administration, Law, Industrial Psychology, or an equivalent discipline. A postgraduate qualification (Master’s in HR, MBA, or LLM with an employment law focus) is strongly preferred.
Professional Certification	Membership or fellowship of the Society for Human Resource Management (SHRM), the Chartered Institute of Personnel and Development (CIPD), or an equivalent recognised HR professional body is a significant advantage. Certification in Rwandan Labour Law is an advantage.
Minimum Experience	Not less than seven (7) years of progressive HR experience, of which at least three (3) years must have been in a senior HR Manager or CHRO role with full generalist accountability (recruitment, payroll, employee relations, performance management, and legal compliance) and team leadership responsibility.
Rwandan Labour Law Knowledge	In-depth, current, and applied knowledge of Rwanda’s Labour Code and its implementing regulations, including: employment contracts; termination of employment; disciplinary and grievance procedures; leave entitlements; PAYE and RSSB contribution rules; and the Labour Inspectorate’s inspection and enforcement powers. This is a core technical requirement of the role, not a secondary qualification.
PAYE and RSSB	Demonstrated experience managing Rwandan payroll, including PAYE calculation at all four brackets, RSSB multi-rate contributions, and timely filing with RRA and

Compliance	RSSB. Candidates must be able to explain the current contribution rates without reference to notes.
Multi-site Experience	Experience managing HR for a multi-site operation with a workforce that spans professional, technical, and production-level roles. Experience in the agricultural, agri-business, food production, or manufacturing sector is preferred.
Employee Relations	Demonstrable experience managing complex disciplinary and grievance matters, including cases resulting in dismissal, to a legally defensible standard. Candidates must be able to describe a specific case they managed and the procedural approach they took.
Team Leadership	Experience managing and developing an HR team. Evidence of building HR team capability and improving HR processes and systems.
Language Proficiency	Full professional proficiency in English (written and spoken). Kinyarwanda proficiency is required for effective employee relations with the production workforce.
IT Proficiency	Proficiency in Microsoft Office. Experience with HRIS or HR management systems, payroll software, and HR reporting tools. Able to produce clear, accurate management reports from HR data.

5. Core Competencies and Personal Attributes

Competency	Behavioural Indicators
Employment Law Rigour	Applies Rwandan labour law accurately, consistently, and without shortcuts. Ensures every disciplinary and grievance process is procedurally correct. Does not cut corners even when the substantive outcome seems clear. Understands that the Company’s legal exposure is the HRM’s direct professional responsibility.
Integrity and Confidentiality	Handles sensitive employee information; performance records, disciplinary files, salary data, health information, and personal disclosures; with absolute discretion. Never uses confidential information for personal advantage or discloses it without a legitimate business reason. Employees and managers trust the HRM because they know information stays where it belongs.
Courageous Candour	Gives the CEO, SMT, and line managers honest, evidence-based HR advice, including advice that is unwelcome. Willing to push back on a proposed HR action that is legally risky or inconsistent with Company policy. Does not say what people want to hear when what they need is an accurate assessment.
Fairness and Consistency	Applies HR policies consistently, regardless of who is involved. Does not apply stricter standards to junior employees than to senior managers. Does not allow personal relationships or pressure from senior staff to influence the fairness of an HR process. Employees at every level trust the HRM to treat them equitably.
Business Partnership	Understands the operational and commercial context of the business well enough to give HR advice that is practically useful, not just technically correct. Speaks the language of the line manager, the Sales Manager, and the CFO. Sees HR as a business function, not a compliance function.
People Development and	Invests genuine time and energy in developing the capabilities of line managers, high-potential employees, and the HR team itself. Coaches managers on people

Coaching	issues with patience and skill. Sees every disciplinary matter as a potential learning opportunity for the manager involved.
Organisational Awareness	Reads the organisation’s mood and culture accurately. Identifies employee relations problems and cultural risks before they escalate. Alerts the CEO to workforce morale, turnover, and engagement issues with enough lead time to address them.
Process Excellence	Designs HR processes that are simple, clear, consistently applied, and well-documented. Does not create bureaucracy for its own sake, but ensures that every process that matters; payroll, disciplinary, performance management; is robust enough to withstand external scrutiny.
Resilience	Manages high-stakes, emotionally demanding situations; terminations, serious disciplinary hearings, grievances with legal implications; with composure and professionalism. Does not absorb the emotional weight of every difficult case to the point of impaired judgement.
Continuous Learning	Proactively updates knowledge of Rwandan employment law, RSSB and PAYE developments, and HR best practice. Attends relevant professional development events. Identifies legislative changes before they take effect and prepares the Company to comply.

6. Conditions of Employment

Probation Period:	Three (3) months. Assessment during probation includes: first payroll run completed without material error; all new starter contracts on file; HR policy review commenced; first HR dashboard delivered.
Notice Period (confirmed):	Two (2) months
Working Hours:	Monday to Friday, 08:00–17:00. Availability outside standard hours required for significant disciplinary hearings, CEO requests, urgent employee relations matters, and payroll deadline management.
Background Check:	Criminal background check required. Professional reference checks (minimum two). Verification of academic qualifications and professional memberships. Financial integrity check appropriate to payroll access.
Conflict of Interest:	The HRM must disclose any personal relationship with any current or prospective employee to the CEO before that person’s recruitment or any HR process affecting them. The HRM may not process their own payroll or approve their own leave without CFO countersignature.
Key Policies:	As the custodian of all HR policies, the HRM is expected to model exemplary compliance with every policy in the Company’s HR policy suite, without exception.