

- **Do you want to do work that really matters? Help us end avoidable blindness**
- **Full time role based Kigali, Rwanda**
- **Closing Date: 11 May 2026**

ABOUT THE FRED HOLLOWES FOUNDATION

The Fred Hollows Foundation is an international development organisation working to prevent blindness and restore sight. We continue to carry on the legacy of Professor Fred Hollows, who believed every person had the right to quality eye care, no matter where they live. The Foundation is known around the world as an organisation that works with purpose and determination. With a reputation for excellence, we are well known for making change happen.

The Foundation has grown to work in more than 25+ countries throughout Africa, South Asia, Southeast Asia, the Middle East and the Pacific, as well as Australia. The Foundation has restored sight to more than 3 million people worldwide. We have an ambitious five-year strategic plan that aims to take us even closer to realising our vision of a world in which no person is needlessly blind, or vision impaired and Indigenous Australians exercise their right to sight and good health. To find out more about our work, please visit our website <https://www.hollows.org>

THE OPPORTUNITY

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.

KEY RESPONSIBILITIES

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.
- 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.

Travel, Logistics & Security

- 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.
- 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.

WHAT YOU'LL NEED TO SUCCEED

- Bachelor Arts Degree in business administration, Operations, Management.
- At least 5 years' experience in Operations/Administration/ Management out of which a minimum of 3 years operations experience with international donor programs.

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.

How we recognise your contribution

Through our internal programs and employee benefits we aim to create an environment where you will feel supported and empowered. Whether your focus is on continuous learning, professional development or finding an environment which enables you to thrive while balancing family or personal commitments, we have a range of programs in place to support you.

[To find out more about our benefits click here](#)

APPLICATIONS

Please apply directly using the "Apply" button. Your application should include a CV and, preferably, a cover letter that outlines your interest in the role and addresses the key criteria listed in the "Key Responsibilities", and "What you need to succeed" sections of the advertisement.

Applications Close: 11 May 2026

The Fred Hollows Foundation is committed to protecting the rights of children and community partners in all areas where we work. Applicants are advised that The Foundation reserves the right to conduct police checks, and other screening procedures to ensure we maintain and promote a child safe environment, as well as to protect The Foundations reputation and values. In addition, The Foundation reserves the right to verify qualifications and credentials of applicants as part of our recruitment and screening processes.

Please be advised:

1. Fred Hollows Foundation will never ask for a fee during any stage of the recruitment process.
2. All active roles are advertised directly on our website [here](#).
3. Please note we will not be accepting CVs via agencies for this role.