Organization: ASA International (Rwanda) Plc.
Position Title: Human Resources Officer
Department: Human Resources and Administration
Reports To: Head of Human Resources and Administration
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 highly motivated, detail-oriented, and results-driven Human Resources Officer to coordinate and strengthen the organization's Performance Management and Learning & Development functions. The successful candidate will support the implementation of performance management systems, coordinate staff training and capacity-building initiatives, promote a high-performance culture, and contribute to the development of a skilled and engaged workforce aligned with the organization's strategic objectives.

Key Responsibilities

1. **Performance Management**

- Coordinate the annual and periodic performance appraisal processes across the organization.
- Support managers and supervisors in setting Key Performance Indicators (KPIs) and individual performance objectives.
- Monitor compliance with performance management timelines and ensure timely completion of appraisals.
- Analyze appraisal outcomes and prepare performance reports for management review.
- Support the implementation and monitoring of Performance Improvement Plans (PIPs).
- Promote a culture of continuous feedback, accountability, and performance excellence.
- Maintain accurate and confidential performance management records.

ASA International (Rwanda) PLC
Plot No.95, KG 784 St., Ntora Village, Ruhango Cell, Gisozi Sector, Gasabo District, P.O Box:1767, Kigali Tel:+250781447017
E-mail: info@asarwanda.rw, Website: www.rwanda.asa-international.com

2. Learning and Development

- Conduct Training Needs Assessments (TNAs) and identify competency gaps across the organization.
- Develop, implement, and monitor annual training and development plans.
- Coordinate internal and external training programmers, workshops, and professional development initiatives.
- Evaluate training effectiveness and measure return on training investments.
- Maintain staff training records and prepare regular training reports.
- Support leadership development, talent management, and succession planning initiatives.
- Facilitate onboarding and induction programs for newly recruited employees.

3. Talent Development and Employee Engagement

- Support career development initiatives and employee growth opportunities.
- Collaborate with department heads to identify developmental opportunities for staff.
- Contribute to employee engagement and organizational culture initiatives.
- Assist in implementing programs aimed at improving employee productivity and retention.

4. HR Reporting and Compliance

- Prepare periodic reports on performance management and learning & development activities.
- Ensure compliance with HR policies, procedures, and applicable labor laws.
- Support policy reviews and continuous improvement of HR systems and processes.
- Maintain confidentiality and integrity of employee information and records.

Required Qualifications and Experience

- Bachelor's Degree in Human Resource Management, Business Administration, Organizational Psychology, Education, or a related field.
- Professional HR certification (CHRM, SHRM, CIPD, or equivalent) is an added advantage.
- At least three (3) years of progressive experience in Human Resources, with specific exposure to Performance Management and Learning & Development.
- Experience in banking, microfinance, or other financial institutions is an added advantage.
- Strong knowledge of performance management frameworks and adult learning principles.

Required Skills and Competencies

- Strong analytical and reporting skills.
- Excellent interpersonal and communication skills.
- Training facilitation and presentation skills.
- Ability to manage multiple projects and meet deadlines.
- High level of integrity, professionalism, and confidentiality.
- Strong organizational and planning abilities.
- Proficiency in Microsoft Office Suite, particularly Excel, Word, and PowerPoint.
- Ability to work collaboratively with employees at all levels of the organization.

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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 **Human Resources Officer.**

Application Deadline: All applications must be submitted no later than **24th 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 10th November 2026

Signed and approved by:

Christian Salifou
Chief Executive Officer
ASA International (Rwanda) Plc

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