

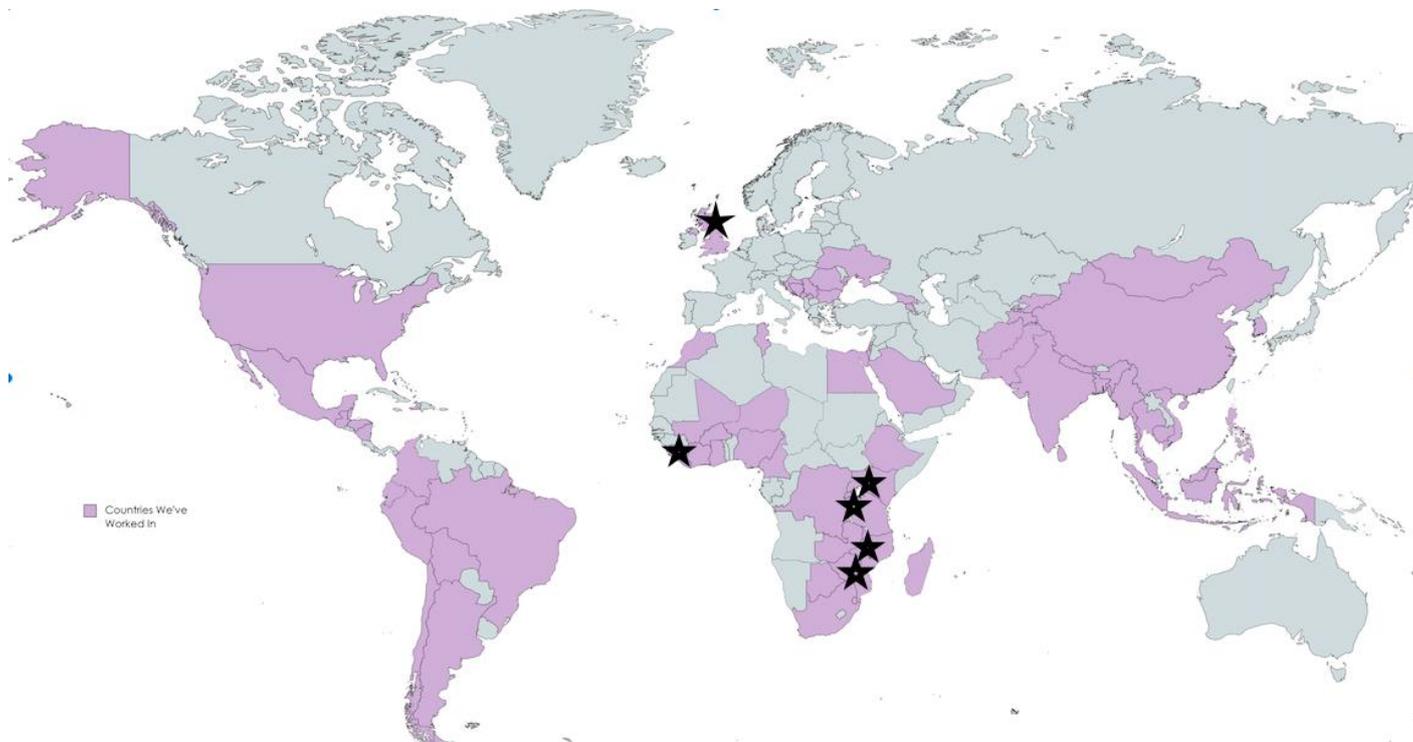
**Challenges
Group**



Recruitment Pack

Projects and Operations Management

All about us



We are an international enterprise development organisation that delivers enterprising solutions to global challenges.

We operate globally and have offices in seven countries: Ghana, Malawi, Rwanda, Tanzania, Uganda, the UK, and Zambia.

Our Approach

We have had the privilege of partnering with enterprise ecosystem support organisations across 89 different markets and countries.

Through working directly on-site with over 5,000 individual enterprises, our approach to enterprise support is rooted in tried and tested methodologies and our culture, then refined by 25 years of

application. An innovative mindset underpins everything we do at Challenges Group. From our experience, we believe that real performance improvement is unlocked when there is an understanding of the business model and its delivery, the people, and the ecosystem. Then, to add value, Challenges Group must bring an innovation mindset to plan and support transformation.

Our History

We have been operating globally for 25 years across four continents.

Since 1999, we have provided over 223,770 onsite consulting days, delivered £92 million in debt and equity financing, and supported more than 5,000 social businesses in 89 countries.

Our 3 Pillars

1. There for the Journey

To support any enterprise with what it needs, when it needs it, we have developed and delivered a suite of tools and methods to support enterprise from idea to investment. So, rather than having a single programme model, or one-to-many service offering, we have a full-service one-to-one offering – we give enterprises the bespoke support they need at whatever stage they are.

2. A 3-Dimensional Understanding

To design and deliver the correct support to any enterprise, we take a holistic approach. We assess where the intervention is most needed (the enterprise itself, its people, or its ecosystem) depending on their present situation or future opportunity. The results are a multi-faceted enterprise improvement approach, with changes to all 3-dimensions reinforcing each other to ensure sustainable change.

3. Innovation Mindset

For us, innovation means the practical implementation of ideas that result in enterprise improvement – not invention. We help deliver incremental gains by working with enterprises to adapt ideas and models and apply them in new contexts to maximise impact. We use enterprise experts who have lived experience supporting often hundreds of individual enterprises in emerging economies, to verify the efficacy of business models, and to use adapted design thinking approaches as a launchpad for innovations for specific problems in specific contexts.

Our Values

WE'RE DRIVEN BY IMPACT

We are passionate about creating sustainable impact. We want to support enterprises so that they're better able to tackle big global challenges.

WE LOVE TO COLLABORATE

We think the best solutions arrive when we collaborate – with colleagues, with enterprises, and with partners. Collaboration brings new ideas and different perspectives, which means better solutions.

WE FIND A WAY

We love problem solving. We interrogate an issue. We will understand the wider context and explore all possible options, and often bring solutions that weren't immediately obvious.

WE THRIVE ON INNOVATION

For us, innovation is a state of mind, not just a tool. We are inherently curious and we challenge existing approaches; adapting ideas and models to apply them in new contexts allows us to maximise impact.



Projects and Operations Management

Contract

Full-time, fixed term.

Location

Kigali. With regional travel.

Salary range

RWF 38,400,000 – 45,600,000 annual gross.

How to apply

Upload your CV and a cover letter using the link provided:

<https://ee.kobotoolbox.org/x/b4SnQVZI>

Closing date

29th March 2026.

Selection process

The selection process is planned to take

place in April 2026.

Equity, diversity and inclusion

Challenges Group welcomes applicants from all backgrounds. We are dedicated to greater diversity and inclusion within our own organisation and strive to provide equal opportunities to people of all races, ethnicities, religions, genders, sexual orientations, gender identifications and abilities.

Employment eligibility

To be considered for this role applicants must be located in Rwanda and have a right to live and work in Rwanda.



Challenges Rwanda

Challenges Rwanda is at an exciting stage of its development as we, with the support of our partners, continue to expand our product and services offerings across Rwanda's SME sector through direct and indirect engagement with SMEs. The impact of our work is significant and leads directly to job creation and sustainable livelihoods through inclusive and sustainable SME growth and strengthening local economies.

Challenges' Rwanda work streams include:

- Assessing market opportunities and advising SMEs on product, service, and growth strategy development.
- Supporting early-stage and growth-oriented enterprises with business model innovation and bankable business planning across urban and rural markets.
- Delivering enterprise diagnostics and targeted solutions to strengthen financial management, operations, governance, sales, and organisational capacity.
- Facilitating access to finance through investment readiness support and post-investment technical assistance.
- Implementing entrepreneurship and employability programmes while strengthening collaboration across the enterprise ecosystem.

Examples of our projects include:

Rwanda: [We Can Work Program](#)

Rwanda: [Coffee Market Building for People and Prosperity Project](#)

Global: [Youth to Work Programme](#)

Global: [RISE/E – Resilient, Inclusive & Sustainable Enterprises](#)

Job Description

About the role

We are seeking an experienced Projects and Operations Manager to join our team at Management level to provide hands on management and technical support from project design through implementation, with a particular focus on client engagement, and sustainable service deliver models. The role is combined with strong operational oversight to ensure effective and efficient use of project resources. The ideal candidate will bring practical expertise in managing complex, multifaceted projects, budget and operations management, and building strong client relationships. The Projects and Operations Manager ensures our projects deliver meaningful transformation and impact for our local SME clients and partners, alongside operational excellence.

Roles & Responsibilities

1. Project Management & Delivery

- Provide hands on support to operationalize new business initiatives and new projects, ensuring good team planning and coordination, timely completion of critical tasks and good communication with clients and partners.
- Support on-going implementation, keeping abreast of progress, risks and challenges and stepping up delivery support to the team as a collective responsible for delivering quality work and results.
- Lead the end-to-end management of projects in accordance with agreed project plans and client and partner expectations.
- Develop detailed implementation plans, timelines and budgets in collaboration with internal teams, partners and stakeholders.
- Directly line-manage project teams, providing technical input, coaching, mentoring and quality assurance of their work.
- Oversee day-to-day project implementation, ensuring timely and effective delivery of project activities.
- Ensure project activities are on track, managing risks and escalating issues, including developing and implementing timely solutions.
- Lead in strengthening and practicing adaptive management across teams and projects.

2. Monitoring, Evaluation & Reporting

- Support development and implementation of monitoring and evaluation (M&E) frameworks to track progress, outcomes, and impact.
- Organise and lead very regular project review meetings, both internal and with project clients, partners and stakeholders.
- Lead the production and submission of high quality, timely project reports and deliverables as required under project agreements.
- Ensure lessons learned and best practices are documented and shared through internal and external knowledge sharing forums.
- Lead or collaborate on research initiatives to generate project learning and insights on for publication.

3. Client and Partner Engagement

- Engage and build strong client and partner relationships that enhance project execution and outcomes.

Job Description

4. Operations and Finance

- Lead in compiling and reporting progress against country office KPIs.
- Support the finance team in drafting and delivery of the country office revenue targets and budget.
- Oversee the financial management of projects and ensure expenditures are within agreed budgets.
- Ensure project financial processes comply with Challenges internal financial policies and procedures, funders' procurement and compliance requirements, and other partnership standards.
- Be the lead point of contact for country office clients, partners and in discussions with Challenges' Directors.
- Work closely with Rwanda Finance Lead to maintain a risk register that flags finance and operational risks and challenges; support timely decisive actions to resolve whether individually or in collaboration with team members.
- Work closely with Rwanda Finance Lead to prepare and submit timely Board reports.
- Present performance reports for Challenges Rwanda at Board meetings.
- Ensure the timely submission of reports and information requests to Challenges Group, partners, and stakeholders.

5. Team Performance

- Line manage the in-country team day to day.
- Lead timely performance appraisals and objectives setting for team members.
- Support resource planning, budgeting and mobilisation, including professional development and skills development needs of team members; communicate learning and leadership needs with the L&D team and Challenges' Directors.

6. Communications and Knowledge Sharing

- Lead the development and implementation of project communications plans in line with client, partner and organisational requirements.
- Ensure clear, accurate and timely communication of project objectives, progress, results and learning to internal teams, funders and external stakeholders.
- Oversee the preparation of high-quality communications materials, including presentations, briefs, case studies, visibility materials and knowledge products.
- Work with internal colleagues and partners to translate technical delivery and impact data into accessible and compelling content for diverse audiences.
- Ensure lessons learned, insights and good practices are captured and shared through appropriate internal and external knowledge-sharing platforms.
- Identify opportunities to strengthen the visibility and positioning of Challenges Rwanda through ecosystem engagement, events and stakeholder forums.

Job Description

Qualifications and Experience:

- Minimum of a Bachelors' degree or equivalent qualification in business administration, project management, entrepreneurship, or a related field.
- 8 years' + experience in project and operations management.
- Strong understanding of the Rwandan business ecosystem.
- Demonstrated experience successfully managing grant-funded projects, with strong reporting and compliance skills.
- Able to demonstrate skills and experience in client and partner engagement including donors, government and private sector.
- Experienced in organizing and managing multi-stakeholder forums and dialogue.
- Proven experience implementing projects supporting women and youth entrepreneurship, access to finance, M/SME development.

Skills and Competencies:

- Designing and implementing project management tools and approaches.
- Budget planning and financial management skills, with attention to accuracy.
- Proven skills in report writing and monitoring and evaluation.
- Ability to communicate clearly and effectively with team members, partners and stakeholders to ensure alignment and transparency throughout the project lifecycle.
- Fosters a collaborative team environment by encouraging input, recognizing achievements, and building team cohesion.
- Manages time efficiently across multiple tasks and deadlines, ensuring timely delivery of project milestones without compromising quality.
- Comfortable working in fast-paced and changing environments; adjusts quickly to shifting priorities and project needs.

Additional Requirements:

- Willingness to travel to project sites as needed.
- May involve working unsocial hours depending on project demands.

WHY, WHAT, HOW?

OUR PURPOSE

We exist to maximise enterprises' potential, so they can deliver extraordinary impact.

OUR VISION

A world whose biggest challenges are being tackled by enterprises creating extraordinary impact.

THE PROBLEM WE'RE TACKLING

Many enterprises do not perform at their fullest potential and may lack the capacity to operate better, thereby limiting their impact on global challenges.

OUR MISSION

Our mission is to help deliver better solutions to global challenges by improving the performance of enterprises.

Benefits



Holiday entitlement

We offer holiday entitlement in line with company policies and local laws.



Flexible working

Staff generally work office hours – most staff adopt 'hybrid' working. This role will allow you to tailor your schedule to fit personal commitments while contributing to the team's success.



Health Insurance

All permanent staff have health insurance cover valid for the duration of the contract.



Other benefits

Also available to staff are professional development courses through the Chartered Management Institute (CMI).

Contact us



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