

Job Title – Director of Operations

Location: Kigali, Rwanda

About Cube

Cube is a fast-moving communications and events company delivering high-profile projects across Africa & beyond. Our work spans strategy, content, and full-scale event delivery—often complex, multi-stakeholder, and time-sensitive.

This role sits at the core of project delivery.

Role Overview

The Director of Operations is responsible for leading and strengthening Cube’s entire operational engine—ensuring excellence, consistency, and scalability across all projects.

This is a senior leadership role that combines **event operations expertise, systems thinking, and team leadership**. You will oversee the delivery of all projects, build the systems that support them, and ensure that Cube operates with clarity, structure, and efficiency at every level.

You will translate the company’s strategic direction into operational reality.

Key Responsibilities

Operational Leadership & Event Delivery

- Lead end-to-end operational planning and execution across Cube’s full portfolio of events
- Translate creative concepts into clear, executable operational plans (timelines, budgets, workflows)
- Oversee logistics, production schedules, vendor management, staffing, and on-site delivery
- Ensure operational readiness, risk management, and contingency planning across all projects

Systems, Processes & Operational Excellence

- Design, implement, and continuously improve operational systems and workflows across the business
- Develop and enforce Standard Operating Procedures (SOPs) across all departments
- Build scalable structures for project delivery, pipeline tracking, and reporting
- Ensure consistency, efficiency, and quality across all operational outputs

Digital Workflow Ownership

- Own and lead the rollout, adoption, and digital workflows the company's operational backbone
- Design dashboards, workflows, automations, and reporting frameworks across all departments
- Ensure workflows serves as the single source of truth for all projects and operations
- Train teams, monitor usage, and drive compliance and continuous improvement

Cross-Functional Leadership

- Establish clear reporting rhythms, accountability structures, and communication flows
- Identify and resolve bottlenecks across departments
- Strengthen collaboration and alignment across all project teams

Budgeting, Resource Allocation & Financial Oversight

- Oversee operational budgets across all projects, ensuring efficiency and cost control
- Support accurate forecasting and resource allocation across the portfolio
- Work closely with Business Development and Finance to align delivery with commercial goals
- Ensure financial discipline without compromising delivery quality

Vendor, Supplier & Venue Strategy

- Build and maintain a high-quality network of vetted suppliers and partners
- Oversee vendor selection, negotiation, and performance management
- Ensure consistent quality, reliability, and value across all suppliers
- Maintain structured vendor databases and cost benchmarks

Quality Control, Compliance & Continuous Improvement

- Ensure all operations meet required health, safety, legal, and quality standards
- Lead post-event evaluations and embed continuous improvement processes
- Drive a culture of operational excellence and accountability across teams

Team Leadership & Development

- Lead, mentor, and develop Ops Project Managers and wider operations team
- Set performance standards, KPIs, and development plans
- Build a high-performing, accountable, and motivated team culture
- Ensure the operations team evolves with the growth of the business

Required Education & Experience

- Bachelor's degree in Operations, Project Management, Business Administration, or related field
- 6 - 8+ years' experience in event operations, project delivery, or agency environments
- Proven experience leading teams and managing large-scale, complex projects
- Strong background in systems, process design, and operational efficiency

Languages

- Fluent English – required
- Fluent Kinyarwanda – required
- Fluent French – an advantage

Skills & Personal Attributes

- Highly organised with strong attention to detail
- Strong coordination and time management skills
- Proactive, reliable, and solutions-oriented
- Comfortable working in fast-paced, high-pressure environments
- Strong communication and interpersonal skills
- Ability to manage multiple priorities and adapt quickly
- High level of professionalism and accountability

Why Join Cube?

- Be part of high-impact projects across Africa and beyond
- Work at the intersection of strategy, content, and execution
- Gain hands-on experience in complex, high-level event delivery
- Join a dynamic, fast-paced team where initiative is valued

Application Details

Send your CV with the **position you are applying for in the subject heading** to finance@cubeafricagroup.com and admin@cubeafricagroup.com by **21 April 2026**.