



Business Operations Associate

TopLine Global HR Consulting (TGHRC) Limited

About TopLine Global HR Consulting (TGHRC)

TopLine Global HR Consulting (TGHRC) Limited is a Rwanda-based HR consulting firm delivering innovative, evidence-based HR advisory, talent, performance management, people analytics, learning and development, organizational development, outsourcing, and immigration and relocation solutions. We partner with organizations to unlock people potential and deliver measurable business results.

Why Join TGHRC?

- Work directly with the CEO and experienced HR consultants.
- Gain exposure to consulting, business development, client management, HR technology and people analytics.
- Contribute to high-impact consulting assignments across sectors.
- Build skills in leadership, facilitation, project coordination and operations.
- Grow your career in a fast-paced, entrepreneurial environment.

Vision, Mission & Values

Vision: A world where organizations align people, culture, systems and performance to create resilient, inclusive and digitally enabled workplaces.

Mission: Enable organizations to unlock people potential through data-driven, human-centred HR solutions.

Values: Integrity, Client-Centricity, Evidence-Led Impact, Innovation and Excellence.



Role Overview

Reporting to the Chief Executive Officer, the Business Operations Coordinator supports business operations, client engagement, consulting projects, marketing initiatives and training logistics while ensuring seamless day-to-day coordination across the business.

Key Responsibilities

1. Executive & Business Operations

- Coordinate the CEO's calendar, meetings and action tracking.
- Prepare agendas, minutes and follow-up actions.
- Maintain company records and operational documentation.

2. Client Experience & Stakeholder Engagement

- Serve as the first point of contact for clients and partners.
- Coordinate communication and maintain strong stakeholder relationships.

3. Consulting & Business Development

- Identify consultancy opportunities and support proposal development.
- Coordinate consultancy assignments and follow up with clients.

4. Marketing & Brand Growth

- Support campaigns, digital communication and promotional materials.
- Coordinate participant communication and outreach.

5. Training & Events

- Coordinate venues, logistics, materials and participant registration.
- Ensure workshops run smoothly.

6. Innovation & Continuous Improvement

- Recommend process improvements and leverage digital tools to improve efficiency.

What Success Looks Like

- Understand TGHRC services, independently coordinate meetings and client communication.
- Coordinate workshops and support proposal development with minimal supervision.



- Become the operational backbone of TGHRC, supporting consulting projects and contributing to business growth.

Key Performance Indicators (KPIs)

- 95%+ meeting coordination accuracy.
- Meeting minutes shared within 24 hours.
- 100% successful logistics for workshops and events.
- Client enquiries acknowledged within one business day.
- Monthly consultancy opportunities identified and tracked.
- Marketing campaigns executed according to schedule.
- Administrative records maintained accurately and on time.

Qualifications & Requirements

- Bachelor's degree in Business Administration, HR, Communications, Marketing or related field.
- Have graduated
- Experience in administration, events or operations is an advantage.
- Proficiency in Microsoft Office, Google Workspace and digital collaboration tools.
- Knowledge of Canva or similar design software is desirable.

Skills & Competencies

- Business communication
- Project and event coordination
- Client relationship management
- Digital literacy
- Planning and organisation
- Problem-solving
- Attention to detail
- Time management

Behavioural Competencies

- Integrity
- Innovation
- Adaptability



- Client focus
- Learning agility
- Collaboration
- Ownership
- Results orientation

What You'll Gain

- Exposure to HR consulting and advisory projects.
- Experience in proposal writing and business development.
- Hands-on experience with HR technology and people analytics.
- Opportunities to facilitate workshops and engage senior leaders.
- Regional and international networking opportunities as the company grows.
- Operations Manager

Our Culture & Ways of Working

- We value curiosity, innovation and continuous learning.
- We encourage ownership, initiative and collaboration.
- We make decisions using evidence and data.
- We focus on delivering measurable client impact.

Working Conditions

- Based in Kigali, Rwanda.
- Reports directly to the Chief Executive Officer.
- Standard office hours with flexibility during workshops and client engagements.
- Occasional travel within Rwanda.
- Hybrid work arrangements may be considered based on operational needs.
- Fast-paced consulting environment requiring initiative and professionalism.