

## Lodge/Camp Manager

### Southern Tanzania

### Key Responsibilities

#### **Leadership and Team Management:**

- Manage the lodge and its team to maintain high standards in guest experience and lodge operations in line with Foxes Standards and SOPs
- Report directly to the Operations Manager
- Maintain the highest standards of housekeeping and maintenance, conducting visual audits to ensure quality and care of equipment and products
- Drive team morale through ongoing skills development and training, fostering a collaborative environment and multi-skilling among staff
- Oversee human resources functions, including recruitment, inductions, onboarding, and performance management, in line with Foxes Standards
- Demonstrate active participation in staff training, skills enhancement, and maintaining a supportive and motivated team

#### **Guest Experience and Relations:**

- Ensure ultimate guest relations within the lodge by delivering warm, personal attention, creating a welcoming “at home” atmosphere
- Maintain communication with departmental teams to ensure guest needs are met, and operations run smoothly
- Oversee daily reception duties and ensure effective administration of guest check-ins, check-outs, and reservations
- Enhance the guest experience by organising and overseeing guest activities, while being present and approachable

#### **Financial and Stock Management:**

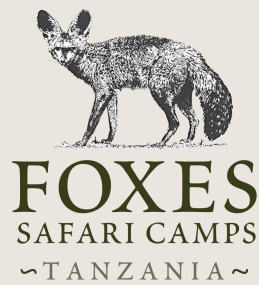
- Effectively manage financial operations through accurate administration of orders and stock control.
- Maintain strict control of orders and stock to minimise waste and ensure efficiency.
- Implement strategic management plans to achieve the lodge’s broader financial and operational goals.
- Complete detailed financial reporting and analysis as required.

#### **Operational Efficiency:**

- Plan and implement strategic management plans to align with the company’s broader goals.
- Maintain accurate records and reports on lodge performance, guest feedback, and financial data.
- Manage all aspects of housekeeping and maintenance to ensure cleanliness, safety, and quality at all times.
- Oversee building and maintenance work, ensuring that all tasks are completed to the highest standards.

#### **Sustainability and Conservation:**

- Actively participate in and support Foxes’ conservation initiatives and communicate the conservation message to guests and staff.
- Operate the lodge in a manner that minimises environmental impact, continually seeking ways to further “green” lodge operations.



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#### **Communication and Collaboration:**

- Maintain frequent and close communication with the Company Director, Operations Manager, and Purchasing Manager to ensure cohesive management.
- Work collaboratively with all departments to maintain smooth and efficient lodge operations.
- Promote a culture of collaboration and team support, encouraging multi-skilling and flexibility among staff members.

#### **Adaptability and Flexibility:**

- Be prepared to perform other tasks as reasonably requested from time to time, as required by the business or operation.
- Embrace change and be comfortable working under pressure, maintaining a proactive and solution-oriented mindset.

### Personal Attributes

- A strong relationship builder with excellent interpersonal skills.
- Passionate about the hospitality and tourism industry.
- Self-motivated, self-directed, and comfortable with change.
- A quick learner who works well under pressure.
- Comfortable living and working in extremely remote, secluded environments.
- Highly adaptable with a practical, hands-on approach to problem-solving.

### Skills and Experience

- A minimum of 6 years of work experience, including management in a well-recognised or high-standard lodge/camp.
- At least 5 years of experience managing safari camps or lodges, with some experience in East Africa.
- High standards of service excellence and a genuine passion for the hospitality industry.
- Exceptional knowledge of Food and Beverage, including preparation and dietary awareness.
- Financial management abilities, including budget control and reporting.
- Fluent in English (a second language is preferable).
- Good computer literacy, including proficiency in Microsoft Office and reporting tools.
- Strong management, leadership, and communication skills.
- Understanding of basic labour law and disciplinary procedures.
- Knowledge of housekeeping and maintenance practices.
- An awareness of trends within the hospitality and lodge industries.
- Excellent reporting skills and attention to detail.
- Assertiveness, patience, and good organisational skills.
- Valid driving licence and the ability to live and work in remote areas for extended periods.

To apply, email your CV to [applications@safaricamps.info](mailto:applications@safaricamps.info)