



General Manager

SINGITA VOLCANOES NATIONAL PARK, RWANDA

Role Outline

Singita is a purpose-led luxury ecotourism brand operating lodges and camps across six countries in Africa. We protect wilderness, empower communities and build long-term conservation value through trusted partnerships and measurable impact.

The General Manager holds full accountability for Singita Volcanoes National Park, comprising Singita Kwitonda Lodge and Singita Kataza House. The role carries end-to-end ownership of the guest experience, commercial performance, people, conservation and community, infrastructure and risk. It is a single point of ownership for two distinct products on one landscape, in a high-touch, high-rate environment where operational reliability protects yield and reputation.

Key Responsibilities

- Oversight of all aspects of Singita Kwitonda Lodge and Singita Kataza House its operations
- Continuous assessment of the guest and staff experience with a view towards continuous improvement and enhancement
- Drive the broader goals of the company, in terms of the property, by planning and implementing strategic management plans
- Ensuring the ultimate guest relations in the lodge and that the personal attention levels are maintained
- Management and training of the staff in line with Singita Standards of Excellence and SOP's
- Maintain the highest standards of operations and ensure that style and décor is not eroded
- Effective financial management and direct annual property budgeting process and cost control thereafter
- Coordination of annual property capital projects
- Effective human resources (inclusive of recruitment, engagement, morale, development, performance management)
- Active participation in and effective communication and support of Singita's conservation message and purpose
- Oversight and coordination of the property's Risk Management
- Full accountability for fire life safety of property, guests and staff
- Represent the property externally and manage relationships with local government and stakeholders

To apply email your CV to SMCcareers@singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

- Solid experience in the high-end luxury hospitality market
- Currently hold a senior, leadership position
- Exceptional food and beverage and rooms division knowledge. Intimate understanding of operational procedures (e.g.: housekeeping, maintenance)
- Sound financial acumen
- Flexibility, resilience and a cooperative and motivating manner
- Experience in working with diverse cultures, preferably on the African continent
- Demonstrated commitment to integrity, quality, customer service and uncompromising ethical standards
- Excellent management ability and communication skills
- A clear understanding of local labour law
- A developmental approach to staff and succession planning
- Attention to detail
- Ability to liaise effectively with suppliers, tour operators and the like
- A good command of the English language. A second language will be preferred
- Rwandan citizens will be favoured

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