Singita

In-House Journey Designer

SINGITA MANAGEMENT COMPANY, CAPE TOWN

The Singita Journeys In-House Journey Designer is responsible for bookings made on preferred terms, including journeys for friends of Singita, high-profile guests and media partners.

This position reports to the Singita Journeys Business Process Manager.

Key Responsibilities

Booking logistics and other admin-related duties:

- Full-service travel planning, booking and coordinating with guests travelling to Singita lodge(s) at a approved rate.
- Develop itineraries including Singita lodges and pre/post travel arrangements as necessary.
- Ensuring a guest experience, in line with Singita expectations
- Creating a detailed background memo on the individuals travelling and communicating this to the lodge.
- Capturing all details of the booking in reservations and quoting systems
- Preparing brand-aligned final itineraries along with any other confirmed travel documents
- Manage inventory for certain owners

Operational Support:

- Assistance with administrative and operational support duties where needed.
- Provides support and back-up to the Singita Journey Designers, GM and the SJ Business Process Manager on all matters when they are absent (i.e. sick/on leave/ business travel trips).
- All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration, and with this a support of the multi-skilling of staff.

Skills & Experience

- Minimum of 5 years' experience in a guest-facing, reservations, or travel-related role, ideally within the luxury or experiential travel sector.
- Leadership or team coordination experience is an advantage, especially in dynamic, high-performance environments
- Operationally strong with a proven ability to multitask, prioritize, and deliver under pressure.
- A natural problem-solver and critical thinker who thrives on finding elegant solutions to complex challenges.
- Excellent verbal and written English communication (any other language would be an asset).
- Confident and professional telephone manner, with the ability to build rapport quickly.
- Deep understanding of the hospitality, service, and travel landscape, with a strong appreciation for high-touch, guest-centric experiences.
- Ability to communicate with staff at all levels of the organization, including management, peers, and lodge staff.
- High level of discretion and confidentiality.
- Technologically adept, with proficiency in Microsoft Office (Word, Outlook, Excel) and reservation systems.
- Fierce attention to detail, accuracy, and follow-through.
- Self-motivated and accountable, with a strong sense of ownership and time management
- Curious, creative, and adventurous spirit with a growth mindset and an eagerness to innovate.
- Warm, approachable, and emotionally intelligent – with a passion for delivering extraordinary guest experiences

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

www.singita.com/about/careers