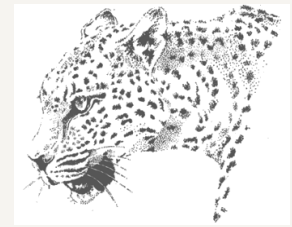


Singita

General Manager

Singita Pamushana Lodge



The Malilangwe Trust

Key Responsibilities

- Oversight of all aspects of Singita Pamushana Lodge and 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 the property's community development programmes
- 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 neighbours
- Effective communication of the Conservation Message
- The GM shall abide by Zimbabwean labour laws and internal policy as amended from time to time
- Oversight of tourism-related responsibilities within the Malilangwe Trust which includes oversight of Kwali, Simbiri, Hakamela Camps and Nduna Lodge
- This position has a dual reporting line. For Singita affiliated interests to the Operations Director and other matters outside of this remit to the Malilangwe Trust Executive Director

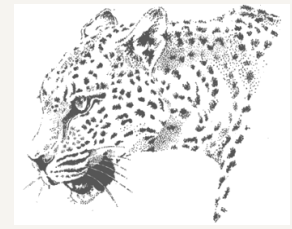
To apply email your CV to angela.b@singita.com or visit:

www.singita.com/about/careers

Singita

General Manager

Singita Pamushana Lodge



The Malilangwe Trust

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 co-operative 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
- Zimbabwean citizens will be favoured

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