



## Camp Manager

SINGITA OKAVANGO DELTA, BOTSWANA

### Key Responsibilities

The Camp Host is the custodian of a single guest camp, responsible for curating, managing, and caring for the entire guest environment and experience while staying. This role is diverse, focusing on a number of different tasks and responsibilities given that of an operations lead, ensuring that every guest experience is seamless, intuitive, deeply personal, and aligned with Singita's Standards of Excellence.

The Camp Manager acts as the primary relationship holder for guests, overseeing both experience and operations within their camp, while working in close collaboration with Elela's leadership and departmental teams.

Report to the Senior Camp Managers and the General Manager, and able to stand in as Senior Camp Manager.

#### Guest Experience & Hosting

- Deliver an exceptional, personalized, and curated guest experience that reflects a highly cared for guest experience.
- Act as the primary host and point of contact for guests throughout their stay.
- Plan, coordinate and adapt guest activities in line with guest preferences together with other key staff members.
- Ensure ultimate guest satisfaction through anticipation, attention to detail, and emotional connection.

#### Camp Operations & Oversight

- Take full ownership of all aspects of the assigned guest camp, in collaboration and in communication with other senior leadership members
- Ensure all areas are consistently immaculate, functional, and beautifully maintained, with design, styling and atmosphere protected at all times.
- Ensure correct use, care, and maintenance of equipment, furnishings and products.

- Ensure ultimate guest relations in the camp and that the personal attention levels are maintained.
- Plan and organise guest movements in keeping with the overall flow of the experience.
- Oversight and involvement of different aspects of the operations, including hosting, homekeeping, maintenance, wellness, gardening, administration and the guest's stay.
- Food and beverage curation and assistance in the offering of wine/beverages and the culinary experience.

#### Leadership, Training & Culture

- Support the management, training and development of camp staff.
- Foster teamwork and a multi-skilled, collaborative culture.
- Actively contribute to a positive, respectful and inspiring working environment.

#### Administration & Financial Responsibility

- Oversee reception-related administration within the guest camp.
- Manage ordering, stock control and basic financial administration responsibly.
- Maintain and utilise the guest database to enhance personalisation and service delivery.

#### Safety, Conservation & Purpose

- Oversee fire, life, and safety protocols within the guest camp, ensuring the wellbeing of guests and staff.
- Actively support, communicate, and embody Singita's conservation purpose and values.

#### General Responsibilities

- Ensure the concept of the camp and guest experience is upheld at all times and not eroded.
- Demonstrate flexibility and adaptability in line with operational needs.
- Perform additional duties as reasonably requested in support of the business.
- Embrace Singita's culture of collaboration, versatility, and multi-skilling.

To apply email your CV to [careers@bw.singita.com](mailto:careers@bw.singita.com) or visit:

[www.singita.com/about/careers](http://www.singita.com/about/careers)



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### Skills & Experience

- A minimum of 6 years' work experience – ideally in a well-recognized five-star hotel, world-class lodge or villa, as an assistant manager, lodge manager or as a butler.
  - Currently hold a senior, leadership position.
  - Experience across different areas in hospitality is a plus.
  - A college or university degree is a plus.
  - Excellent management ability and leadership skills.
  - Ability to multi-task and work in a dynamic environment.
  - Ability to work under pressure and act in an emergency.
  - Excellent coordination and communication skills.
  - Ability to work as an individual and as a team.
  - A hardworking, cooperative manner.
  - Excellent attention to detail.
  - Assertiveness, patience, and excellent intuition.
  - Resilience and flexibility.
  - Excellent presentation and people skills.
  - A developmental approach to upskilling staff.
  - High standards of service excellence and a passion for the industry.
  - An understanding of the etiquette involved in hosting guests of different cultures.
  - Exceptional food and beverage knowledge of its preparation and terminology, including exceptional wine knowledge.
  - An interest in cooking and delivering of culinary experiences.
  - Awareness of dietaries and allergies.
  - An awareness of developments within the food and lodge industries, as well as international trends in hospitality.
  - Understanding of housekeeping and maintenance procedures.
  - Financial management ability.
  - Exceptional English reading, writing and speaking ability.
- A second or third language is a plus.

- Excellent computer skills.
- Financial skills and experience with budgeting.
- Ability to liaise effectively with suppliers, tour operators and the like.
- A clear understanding of basic labour law and disciplinary procedures.
- First Aid knowledge is a plus.
- Valid driver's license.
- Botswanan citizenship or valid working visa.

Please submit your application by 25 February 2026.

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