



Technical Services Manager

SINGITA VOLCANOES NATIONAL PARK, RWANDA

Key Responsibilities

The main role of the Technical Services Manager is to be responsible for the management of environmental plans, the assessment of assets, the property security, and the management of the maintenance team, in line with OHS legislation, Singita Standards of Excellence and SOP. The TSM reports to the General Manager.

- Establish and maintain environmental systems, reduce the carbon footprint, action the environmental audit and manage the waste removal from the property.
- Continuous revising and updating emergency procedures and ensuring the required staff training and emergency drills take place.
- Assess the major company assets and plan for the replacement of identified items over a period, including GPS mapping of all service lines.
- Manage workshops and maintenance team and provide them with protocols and training for preventative maintenance and repairs on all MEP, Plant and Building elements set out in the group's technical data.
- Ensuring teams are delivering the highest level of service to guests by overseeing the assigned duties.
- Ensuring the operation is a safe environment for its people, guests, staff, suppliers, and communities.
- Assessment of EMP and Bulk service; and manage warranties on all Plant and Equipment.
- Manage the financial status of all related TSM budgets to a zero-variance result, by ensuring efficient cost planning and execution.
- Liaison with construction contractors with regards to large projects.
- Manage warranties on all Plant and Equipment.

Key Responsibilities

- Daily management the CCTV system, investigate and resolve any breaches.
- Liaison with security-related companies and construction contractors.
- Participate on the management team, representing the department and providing strategic input.
- Facilitate win-win relationships with suppliers to ensure the departmental budget is adhered to and all payments are made timeously.
- Communication with the general manager and departmental teams in terms of maintenance issues to ensure that guest needs are met, and operations run effectively.
- Monitoring of facilities for full functionality and compliance with standards.
- Operate the company with acute environmental awareness.
- Ensure the eco-friendly and reliable removal of refuse from all sites, and the management of the refuse removal company, to ensure minimum impact on the environment.
- Ensure the working order of all IT services, both guest and staff related, the consistent improvement of IT offerings in line with technology.
- Participate on the management team, representing the department and providing strategic input.
- Active participation in and effective communication and support of Singita's conservation message and purpose.
- Work in close collaboration with other business units such as Singita Management Company Project Manager and/or other entities in the Shareholder's portfolio.
- Implementation and management of property CMMS system.
- 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.

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

www.singita.com/about/careers



Technical Services Manager

SINGITA VOLCANOES NATIONAL PARK, RWANDA

Skills & Experience

- Technical Tertiary Degree/Diploma
- Technical or maintenance background.
- Project management experience.
- Health & Safety or environmental qualification.
- Experience working in a remote environment with minimal services provided by the municipality is preferable.
- Ability to lead and manage people.
- Understanding of High & Low Voltage systems.
- Understanding of Sewer treatment plants, water treatment plants and HVAC Systems.
- Computer literacy & working knowledge of IT systems.
- Extensive technical knowledge and understanding of vehicle services, operations, and equipment.
- Strategic thinker and developer.
- Developmental approach to staff.
- Organisational skills and attention to detail.
- Good communication skills and proficiency in English.
- A clear understanding of basic labour law and disciplinary procedures.
- Valid first aid certificate.
- High energy level, flexible and responsive.
- Ecological awareness and concern.

Skills & Experience

- Business, management, and strategic acumen.
- Possess a sound understanding and commitment to environmental sustainability and wildlife conservation.
- Good Health & Safety and Conservation ethics.
- High standards of service excellence and a passion for the hospitality industry, environmental management, and wildlife preservation.
- Excellent management ability and communication skills.
- Organisational skills and attention to detail.
- High energy level required to work flexible hours and responsiveness as on-site senior personnel to any potential crises/incident management.
- Citizenship or valid working visa.

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

www.singita.com/about/careers