



Laundry Supervisor

SINGITA OKAVANGO DELTA, BOTSWANA

Key Responsibilities

The main role of the Laundry Supervisor is to ensure clean, fresh, properly cared-for laundry is available, in line with Singita's Standard of Excellence and SOP.

- Managing the camp's laundry to the highest housekeeping standard.
- Supervise, motivate, and coordinate the laundry team to ensure efficient daily operations and high-quality service.
- Assign duties, organize staff schedules, and monitor team performance to meet operational targets.
- Ensuring that all laundry and linen are washed and ironed with the greatest care and attention, following care label instructions.
- Maintaining extremely high standards of hygiene and cleanliness in the laundry.
- Providing an effective laundry service for guests by returning guest laundry to the guest suites in the shortest possible timeframe in good order.
- Taking care of guest property.
- Carrying out quality control.
- Conduct regular stock counts, maintain accurate inventory records, monitor linen and laundry supplies, and report discrepancies promptly.
- Caring for homekeeping equipment.
- Reporting maintenance issues that need to be addressed.
- Training and supporting team members on laundry procedures, safety standards, equipment use, and quality requirements.
- Effective communication with the lodge staff in terms of guest requirements.
- Working closely with the Head- and Assistant Head Homekeeper to coordinate laundry requirements, priorities, and daily housekeeping operations.
- Contributing towards the sustainable operations of the lodge, operating within lodge environmental parameters.
- 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.

Skills & Experience

- Strong knowledge of world-class homekeeping and laundry operations standards and procedures.
- Good knowledge of ironing techniques.
- Experience in a leadership role.
- Advanced English proficiency.
- Excellent computer skills - Microsoft Office, email, data entry and basic reporting.
- Good communication and teamwork skills.
- Problem-solving and decision-making skills.
- Strong time management and organization skills.
- The ability to work under pressure.
- Strong attention to detail.
- Agility and stamina for physically strenuous work.
- Training and staff development experience is an added advantage.

Please submit your application by 5 October 2026.

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

www.singita.com/about/careers