



Assistant Head Homekeeping

VOLCANOES NATIONAL PARK, RWANDA

Key Responsibilities

The main role of the Assistant Head Homekeeper is to supervise the lodge cleaning and preparation to achieve and maintain Singita standards, in line with Singita standard of Excellence and SOPs.

- Effective Communication with the lodge staff in terms of guest requirements
- Managing the lodge laundry to the highest homekeeping standard
- Managing the outsourced laundry process by ensuring that all items are accounted for and in good order (if applicable)
- Contributing towards the sustainable operations of the lodge, operating within lodge environmental parameters and one planet living principles.
- Communicating with the homekeeping staff continuously to ensure the smooth running of the department and ongoing motivation of staff.
- Monitoring Homekeeping /Laundry equipment and lodge furnishing to facilitate upkeep.
- Training and development of staff in accordance with Homekeeping standards of performance (SOPs)
- Ongoing monitoring of reported maintenance issues and creating snag lists to ensure the standards set by style and Design are met.
- Overseeing the laundry to ensure the timely and careful washing and ironing of linen and guest laundry
- Achieving service excellence through teamwork
- Communicating effectively with lodge management regarding homekeeping issues, standards, and guest requirements.
- Attending the morning meetings to ensure the homekeeping department is up to date with regards to daily operations and special requests.

Key Responsibilities

- Completing monthly stock takes accurately
- Managing the homekeeping stores accurately
- Conducting thorough daily room checks to ensure guest Suite readiness
- Managing the homekeeping department effectively
- Ordering of homekeeping consumables to always ensure sufficient stock within budget limitation and occupancies
- All staff 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

- Knowledge of world-class homekeeping standards and procedures.
- A good Command of the English language. English listening, reading and writing skills are essential
- Computer literate-Specifically in Microsoft Outlook, word and excel.
- Strong administration ability -particularly in terms of procurement and stock control
- Ability to interpret and manage finances

Key ATTRIBUTES & Competencies

- The ability to communicate well
- The ability to work under pressure
- Strong attention to detail
- Agility and stamina for physically strenuous work

Application process will close on 15th September 2026

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

www.singita.com/about/careers