



Lodge Manager

Grumeti

Key Responsibilities

The main purpose of the Lodge Manager is to manage the lodge and its team and create a memorable guest experience, in line with Singita Standard of Excellence and SOPs.

- Report to the General Manager.
- Ensure ultimate guest relations in the lodge and that the “at home” personal attention levels are maintained.
- Management and ensuring morale and ongoing skills development and knowledge of employees of the lodge staff in line with the Singita Standard of Excellence.
- Support and active participation in effective human resources (inclusive of recruitment, inductions, onboarding, and performance management).
- Maintain the highest standards of housekeeping, gardening, and maintenance in keeping with the design visual audits.
- Effective financial management through the administration of orders and stock control.
- Communication with departmental teams to ensure that guest needs are met, and operations run effectively.
- Effective daily administration of the concierge and reception duties.
- Ensuring the quality and care of equipment and products.

Key Responsibilities

- Drive the broader goals of the company, in terms of the lodge, by planning and implementing Strategic Management Plans.
- Contribute towards the sustainability operations of the lodge, operating within lodge environmental parameters and constantly looking for ways to further ‘green’ lodge operations.
- Active participation in and effective communication and support of Singita's conservation message and purpose.
- 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 support of the multi-skilling of staff.

To apply email your CV to Jobapplications@Grumeti.Singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

- A minimum of 6 years of work experience – including management in a well-recognized five-star hotel or world-class lodge.
- High standards of service excellence and a passion for the industry.
- Exceptional Food and Beverage knowledge of its preparation and terminology.
- Awareness of dietaries and allergies.
- Financial management ability.
- Exceptional English and a second language would be preferable.
- Good computer literacy.
- Excellent management ability and communication skills.
- A clear understanding of basic labour law and disciplinary procedures.
- A developmental approach to staff.
- Understanding of housekeeping and maintenance procedures.
- An awareness of developments within the food and lodge industries, as well as international trends in hospitality.
- Reporting skills.
- A hardworking, cooperative manner.
- Attention to detail.
- Assertiveness, patience, and good organizational skills.
- Valid Driver's license.
- Citizen or valid working visa.

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