



ASSISTANT LODGE MANAGER

ABOUT SINGITA

Singita is a conservation brand that has been preserving African wilderness for the past 25 years, offering guests an exceptional safari experience with 15 luxury, award-winning lodges and camps across six regions in Africa.

In partnership with non-profit funds and trusts who implement strategic conservation projects in each region, Singita is preserving and protecting pristine land and wildlife populations, and helping to create economic independence within local communities surrounding the reserves.

WHAT THE ROLE ENTAILS

The main purpose of the assistant lodge manager is to assist the lodge manager in managing the lodge and, by doing so, creating a profound guest experience, which is in line with the service, vision and creative concepts of the lodge. This position is accountable to the Lodge Manager for this.

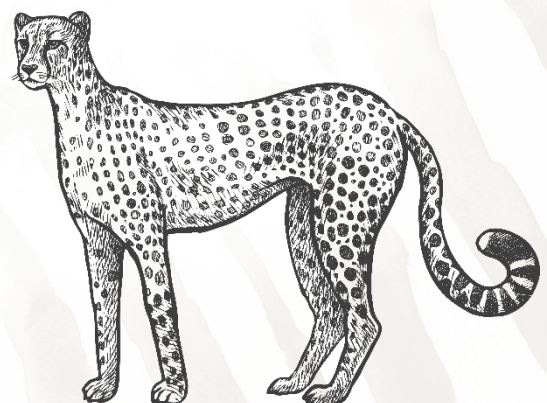
It is the responsibility of the assistant lodge manager to monitor the hospitality service, maintenance, gardening and housekeeping standards within the lodge.

In this capacity, guest expectations regarding the standard of service should be exceeded. In addition, the lodge needs to be monitored so that it operates in a cost effective manner, remaining within the agreed budget; as well as in a manner which is conducive to positive interpersonal relationships between staff and at a superior level of efficiency.

To apply for this role, please email your CV to HRSKNP@singita.com or complete the application on our website www.singita.com/about/careers

The assistant lodge manager is also responsible for ensuring that the morale of the lodge staff is kept at a high level and that staff are developed on an ongoing basis.

Finally, the assistant lodge manager must provide a written hand over of responsibilities in his/her absence and ensure that a full handover is received on his/her return.



WHAT YOU WILL NEED

- A minimum of 4 year's work experience – ideally 2 years as a trainee and in a well-recognized five star hotel or world class lodge, as an assistant manager
- Exceptional Food and Beverage knowledge
- Financial management ability
- A hardworking, co-operative manner
- High standards of service excellence and a passion for the industry
- Attention to detail
- 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
- Assertiveness, patience and good organizational skills
- Understanding of housekeeping and maintenance procedures
- An awareness of developments within the food and lodge industries, as well as international trends in hospitality

OUR CORE VALUES

Core to the success of the individual in this role is that their personal values are aligned with Singita's

WHAT YOU WILL DO

- Management and training of the lodge staff in line with the Singita Standard of Excellence
- Ensure ultimate guest relations in the lodge and that the "at home" personal attention levels are maintained
- Maintain the highest standards of housekeeping and maintenance and ensure that style and design is not eroded
- Effective financial management through the administration of orders and effective stock control
- Effective communication and maintenance of lodge relations
- Management of the night porters (SL)



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