



Chief of Staff to the CEO

SINGITA MANAGEMENT COMPANY, CAPE TOWN

Purpose

Singita is a purpose-built brand, family owned and family run, with a hundred-year purpose. Keeping that purpose moving is the work of the CEO, and the Chief of Staff walks alongside him. The role anticipates what is needed and prepares the ground before it is asked for. It keeps the CEO's days in order and takes on the work that would otherwise sit with him, so that his time goes where it matters most. It reports to the CEO and has no direct reports. Its influence is earned through trust and judgement, not position. This is not a second-in-command. It is the person the CEO thinks aloud with, the one who helps shape how the business moves forward, and the one who makes sure that what is agreed gets done. It looks for opportunities the business has not yet seen and takes on the special projects that come from them.

Key Responsibilities

Communication

- Filter and prioritise what reaches the CEO, and carry relevant feedback to leadership when the CEO cannot.
- Prepare research and briefs that let the CEO walk into any room well prepared.
- Draft internal and external communication in the CEO's own voice.
- A trusted sounding board – thinking through scenarios and complexity.
- Represent the CEO in meetings he cannot attend, within a mandate agreed beforehand.
- Tends to key relationships – owners, board, Exco, management, community partners, key trade and media.

Momentum

- Hold Exco commitments through to conclusion, watching for bottlenecks and monitoring deadlines.
- Use technology where it helps, without losing the trained human eye and judgement.

Innovation & Pro-activeness

- Anticipate what the CEO will need, present options and solutions.
- Bring forward research, through data and intuition, on what lies ahead, with a considered point of view.
- Prepare travel notes ahead of each journey, and track the follow-ups and insights that came out of the last one.
- Flag the moments worth showing up for – business milestones, meaningful employee news and the gatherings where the CEO's presence will support connection and build relationships of care.
- Effective crisis management.

Administration & Coordination

- Diary management: protecting time for the meetings that matter, for visibility where it counts, for the decisions only he can take – and for rest and thinking space.
- Carry the personal administration that allows capacity for the CEO.
- Reporting: own the agenda, compilation, distribution and analysis of shareholder, board and Exco reporting – analysing and reading the numbers, not only presenting them.
- Travel arrangements across Africa and abroad, anticipating and planning for the CEO's preferences.

Special Projects

- Lead the initiatives the CEO sponsors from beginning to end, particularly those that sit between teams and have no natural home.
 - For example: guiding the annual planning cycle from strategy into initiatives, and reporting honestly on progress against objectives and timelines.



Chief of Staff to the CEO

SINGITA MANAGEMENT COMPANY, CAPE TOWN

Other Attributes

- Personal values that strongly align with Singita's core values. This is non-negotiable.
- Agrees with and believes in Singita's purpose.
- Prefers the background rather than merely tolerating it. Finds real satisfaction in setting others up to succeed, and little need for public credit.
- High emotional intelligence and genuine self-insight.
- Holds respectful boundaries with ease, and is comfortable thinking and offering an independent opinion in challenging scenarios.
- Exceptionally organised, with meticulous attention to detail.
- Thrives on time spent thinking ahead – researching, imagining and testing what could be.
- Willing and able to work within the realities of a 24/7 hospitality business, with a life that allows for flexibility.
- Wants to be part of something meaningful and lasting. Has already climbed the ladder and is looking for depth and longevity at this level rather than the next title.
- A strategic thinker who sees the whole picture and the patterns within it, with the numbers and their meaning laid over the top.
- Wide-ranging interests and a deep curiosity about the world.
- Highly discreet. Holds confidences closely and exercises discernment.
- Physical in-office presence when the CEO is at Head Office, with some hybrid working when he is travelling.

Skills & Experience

- Exceptional use of data, as well as AI-enabled.
- A well-established career of twelve years or more.
- Most of that time spent within, or close to, a leadership team.
- A tertiary qualification is a strong advantage.
- Experience in the luxury sector is advantageous, though not a prerequisite.
- Financial acumen, whether earned through qualification or through experience.
- Valid driver's licence.
- Clear criminal and disciplinary record.
- Ability to travel both locally and internationally.
- Comfortable with technology, and curious about where it is going.