



TITLE : Assistant General Manager
LOCATION : &Beyond Kichwa Tembo & Bateleur Camp
ADVERTISING PERIOD : 27th February - 8th March 2019
CONTACT PERSON : Amelia Louw: amelia.louw@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

The ideal person/couple must have a good general understanding of lodge operations, finance, and staff management. The couple or individuals should be passionate about hospitality, and have a keen interest in sustainability, conservation and community development.

KEY RESPONSIBILITIES:

- Relationship building with staff, guests, governmental departments, the community, the industry (agents and other lodges)
- Corporate Social Responsibility - working with the Africa Foundation in community development
- Business efficiencies - cost control, local produce, quality of product
- HR structure - maintaining and enhancing - understanding and adherence
- Product development on guest experience - lodge, food, game experience, all guest touch points
- Engaging - with the people, the culture, the work style, the expectation
- Custodian of all operational equipment in the lodge
- Sustainability - Analyzing the impact Sustainability has on our business and improving it
- Financial Management - Understanding and monitoring the lodge finance and managing results
- Forecasting - Budget forecasting and ensuring the finance aspect of the lodge keep up with the ever changing business environment
- Training Development - Facilitating the training needed to the team to ensure they are up to speed with the desired service standards
- New concepts and Creative Ideas - Keep abreast with the latest trends of service delivery.
- Enhancing health and Safety at the workplace
- Planning of staffing levels
- Provide oversight and direction to the employees in your business unit in accordance with the organization's policies and procedures
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback
- Foster a spirit of teamwork and unity among the lodge team that allows for disagreement over ideas, conflict and expeditious conflict resolution, and the appreciation of diversity as well as

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AND BEYOND

cohesiveness, supportiveness, and working effectively together to enable each employee and the department to succeed

- Consciously create a workplace culture that is consistent with the overall organizations and that emphasizes the identified mission, vision, guiding principles, and values of the organization
- Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution and includes goal setting, feedback, and performance development planning
- Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment
- Provide effective performance feedback through employee recognition, rewards, and disciplinary action, with the assistance of Human Resources, when necessary
- Monitor employee work schedules including assignments, job rotation, training, leave and paid time off, cover for absenteeism, and overtime scheduling
- Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email and regular interpersonal communication
- Perform other duties and responsibilities, as assigned

KEY OUTPUTS:

- Overall act as a deputy to the General Manager at AndBeyond Kichwa Tembo and Bateleur Camps
- Responsible for the effective management and running of lodge. Overall Day to Day Management of the Lodge and Back of House
- Daily meeting with General Manager, Camp Managers and Heads of Department to discuss the daily plan, including arrivals, departures, maintenance, food, special requests, bush banqueting etc.
- Facilitate guest delight, staff welfare, health and safety and training. Ensure plan is implemented and managed throughout the year
- Facilitate annual and monthly training plan for all departments and structure external training and exchanges with other lodges where possible
- Monitor and maintain skills development plan
- Creating an environment where the &Beyond Golden Thread is continuously met and visible throughout the daily functioning of the lodge
- Work with all heads of department to ensure that all operations are aligned to lodge quality standards and budgets are being met and monitored
- Hosting all Agents and Media and VIP Groups

KNOWLEDGE & SKILLS REQUIRED:

- Energetic, proactive person with well-developed concept of the importance of providing a world-class guest experience and the ability to provide that experience
- Aware, evolved, energetic, compassionate, respectable, good communication and a strong leader
- Lateral thinking ability
- Initiative
- Must be able to cope under pressure to meet guests needs
- Good interpersonal skills and communication with staff and guests

- Attention to detail
- Diligence and self-motivation to meet deadlines
- Willingness/ability to share information and teach and inspire others
- Computer and financial skills
- Knowledge of the functions, operation, and mission of the specific departments
- Better than average written and spoken communication skills
- Outstanding interpersonal relationship building and employee coaching and development skills
- Management experience in a team-oriented workplace preferred
- Demonstrate ability to lead and develop lodge staff members
- Demonstrate knowledge of basic economics, budgeting, and accounting principles and practices
- General knowledge in human resource management
- Evidence of the ability to practice a high level of confidentiality
- Excellent organizational management skills
- Relevant education in hospitality or tourism sector
- A minimum of five years of responsible leadership experiences in management positions.

PREVIOUS WORK EXPERIENCE REQUIRED:

- Experience in the service industry especially in dealing with guests and staff
- Previous experience in running a five star operation

PERSONAL CHARACTERISTICS:

- Good command of the English language
- An outgoing, warm, friendly personality
- Confident and comfortable around affluent people
- Well presented, Honest, Diligent and self-motivator
- Have the ability to work under pressure and meet deadline
- High energy levels
- Good staff motivator skills
- Passionate about creating memorable experiences for individuals
- Good interpersonal skills
- Sense of urgency
- Passionate about guest delight
- Attention to detail
- Diligence and self-motivation to meet deadlines
- Willingness and ability to share information, teach and inspire others

Please speak to your manager before making your application.

We reserve the right not to make an appointment.