



TITLE : Lodge Manager
LOCATION : &Beyond Klein's Camp
CONTACT PERSON : recruitment@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their jobs, work tirelessly, look after our guests beautifully and care for the communities and environment which surrounds us. 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.

KEY OUTPUTS:

Management Role

- ⇒ Performing all lodge manager roles of daily, weekly and monthly lodge operations
- Compile operational day sheets and ensuring all special requests are catered for.
- Overall management of the front of house, kitchen and hospitality in lodge
- Overall management of all maintenance of the lodge
- Land Management - overall management of land conservation team, including building roads
- Overall management of anti-poaching team
- Overall responsibility for all human resources in the lodge, ensuring all labour relations, leave and medical funds are managed correctly
- Create annual and monthly training plan for all departments and structure external training and exchanges with other lodges where possible.
- Place and monitor of all lodge operational stock orders
- Work with head chef to ensure menu and food are aligned to lodge quality standards and food budgets are being met and monitored
- Work directly with head of housekeeping, head butler, head ranger and Lodge Manager to ensure &Beyond Lodge and Service standards are maintained at all times and ensure costs and budgets are managed and not exceeded.

Guest Service

- Create strategy for guest delight, staff welfare, health and safety and training. Ensure plan is implemented and managed throughout the year
- Work with Executive chef to ensure menu and food are aligned to lodge quality standards and food budgets are being met and monitored
- Ensuring all guest areas are maintained correctly
- Ensure guest areas are set up to Best Operating Practice standard, especially bar and dining area during meal times.
- Host drinks, sun downers and dinners as per the Klein's senior management hosting schedule
- Constantly evolving the guest experience to ensure we remain cutting edge and meet guests expectations
- Host agents, media and groups

Staff Development

- Training the maintenance and anti-poaching teams to develop their skills where needed.
- Manage Staff Delight activities.
- Oversee monthly Head of Department meetings and attend monthly Financial Meetings
- Positive Health and Sustainability training and driving of projects
- Ensure all staff in your team have a performance appraisal, set realistic and positive goals and get continuous feedback on their skills development

Administration

- Manage uniform issues and orders for all general staff. Ensure all staff are wearing correct uniform.
- Ensure staff files are all up to date.

Capex and Maintenance Projects

- Overall Responsibility for budget creation and management. CAPEX structuring and planning responsibility.
- Working closely with the maintenance day to ensure Best Operating Practise Standards are maintained on a day to day basis
- Work with head of maintenance to implement as preventative maintenance plan

Conservation

- Oversee Land Management, Anti-Poaching and conservation team to support conservation in the area
- Educate community regarding poaching, land management

KNOWLEDGE REQUIRED

- Strong financial capabilities
- Strong Hospitality and Field Experience
- English, Swahili and at least 2 foreign languages

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



PREVIOUS WORK EXPERIENCE REQUIRED:

- Experience in the service industry especially in dealing with guests and staff
- Previous experience in running a five star operation with over 40 beds
- At least 3 years Management Experience in East Africa

OTHER:

- This is a 2-year fixed term position based at andBeyond Klein's Camp, Tanzania
- This position is only open to all applicants

We reserve the right to not make an appointment.