

EMPLOYMENT OPPORTUNITY

LODGE MANAGER



POSITION TITLE:	LODGE MANAGER
DEPARTMENT:	MANAGEMENT
REPORTS TO:	GENERAL MANAGER-OPERATIONS
LOCATION:	SHOMPOLE (KENYA)

WHY THIS JOB EXISTS

The Lodge Manager is responsible for the overall management and performance of the lodge, including guest experience, staff supervision, operational coordination, and maintaining exceptional hospitality standards. The role requires strong leadership, operational planning, and the ability to create memorable safari experiences for our guests

ROLES AND RESPONSIBILITIES

Guest Experience

- Ensure all guests receive exceptional service and personalised hospitality throughout their stay.
- Welcome and interact with guests during meals, activities, and lodge experiences.
- Address guest feedback, special requests, and complaints promptly and professionally.
- Ensure seamless coordination of guest activities including game drives, bush dinners, and special occasions.

OPERATIONS MANAGEMENT

- Oversee daily lodge operations, including housekeeping, kitchen, dining, guiding, and maintenance departments.
- Ensure all departments operate according to company standards and operational procedures.
- Monitor lodge facilities and coordinate

TEAM LEADERSHIP

- Train, supervise, and motivate lodge staff.
- Foster a positive team culture focused on professionalism, teamwork, and service excellence.
- Conduct staff meetings, training sessions, and performance management.

FINANCIAL & ADMINISTRATIVE MANAGEMENT

- Manage lodge budgets, cost controls, and operational expenses.
- Monitor stock control and procurement for lodge operations.
- Prepare operational reports and maintain administrative records.

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QUALIFICATIONS & EXPERIENCE

Education:

- Diploma or degree in Hospitality Management or related field preferred- hands-on field experience is key.

Experience:

- 6+ years' experience in luxury hospitality, with at least 2 years in a management role at a luxury lodge or hotel.

Skills & Competencies:

- Strong background in F&B operations, cost control, budgeting, and guest services.
- Excellent leadership, interpersonal, and communication skills.
- Proficient in Microsoft Office (Excel, Word, PowerPoint).
- Passion for conservation, wildlife, and community engagement.
- Self-driven, highly organized, and calm under pressure.
- Proficient Microsoft Office knowledge.
- Previous experience in remote or bush-based hospitality is highly desirable.

HOW TO APPLY

Interested candidates are invited to submit their applications to:

opportunities.kenya@greatplainsconservation.com

A complete application must include:

- A cover letter outlining your interest and suitability for the role.
- A detailed CV highlighting relevant experience and qualifications.

The deadline for applications is **26th March 2025**.

PLEASE NOTE, DUE TO THE HIGH VOLUMES OF APPLICATIONS ONLY THOSE WHO ARE SHORTLISTED WILL BE CONTACTED