



JOB DESCRIPTION

GENERAL MANAGER COUPLE

Tshwene Lodge & Ekuthuleni Lodge, Welgevonden Game Reserve

WE BELIEVE IN

Celebrating differences, nurturing individuality and cultivating gratitude. The thrill of discovery. Listening with curiosity and acting with integrity. Slowing down, being intentional and taking care of each other and the planet. The power of kindness, both outwards and inwards. Experiences that shape new ways of thinking and provide freedom from the norm. Having a light touch and a whole heart. Making our work matter.

OUR CULTURE

At the heart of our business is our Rare Earth family – the team of people who work tirelessly to make our guests feel welcome; people with passion, intention and humility; people who are curious about the world and are committed to caring for it; and people with the confidence and experience to always be their most authentic selves.

Together, our Rare Earth family provide the solid foundation for the achievement of our vision, which is to be one of Africa's most well-loved boutique hospitality brands, creating experiences that are unexpected, meaningful and considered for our guests.

OUR VALUES

Creativity – open-minded thinking

Generosity – of spirit, of time, of thought, of knowledge

Individuality – the courage to be unashamedly ourselves and embrace that in others

Fairness – a measured approach that does not discriminate

Humility – being respectful, placing ego aside and championing equality

Curiosity – a desire to learn more about people and the world

Ownership – taking responsibility for your ideas and your role

Family – engendering a sense of belonging among both staff and guests

Sincerity – operating with honesty and a lack of pretence

Kindness – warmth, goodwill and assuming the best in others

JOB SPECIFICATION

General Manager/s at Rare Earth Retreats must have an in-depth understanding of lodge operations, finance and staff management. Apart from an obvious passion for hospitality and excellent people skills, they need to be inspiring and thoughtful leaders who are invested in the success and happiness of their team.

KEY RESPONSIBILITIES

- General Management of both Tshwene Lodge and Ekuthuleni Lodge, including full responsibility thereof.
- Oversee daily operations - ensuring effective budget/finance management and excellent guest service and satisfaction.
- Relationship building with staff, guests, departments, the community, the industry (agents and other lodges, specifically neighbouring and sister companies).
- Business efficiencies – cost control, quality of product, logistics efficiencies.
- 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 of the Rare Earth Ribbon standards
- Custodian of all operational equipment in the lodge.
- Sustainability – analysing the impact sustainability has on our business, identifying ongoing opportunities for improvement and executing practical solutions for reducing our environmental and community impact as per our sustainability guidelines. Always looking for ways to be more sustainable on our environment – people and places
- Financial Management – Understanding and monitoring the lodge day to day finance and managing results
- Forecasting – Budget forecasting and ensuring the finance aspect of the lodge, keeping up with the ever changing business environment in conjunction with the Head Office finance team.
- Training Development – Facilitating the training needed to the team to ensure they are up to speed with the desired service standards and levels of professionalism and quality.
- Trend analysis and concept creation – Keep abreast with the latest trends of service delivery, and creatively coming up with unique ideas.
- Enhancing Health and Safety at the workplace in accordance with Rare Earth H&S policy and the legal framework within which we operate.
- Planning of staffing levels, leave rosters, payroll loading and HR.
- Provide oversight and direction to the employees in your team in accordance with the company's policies and procedures.
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities to existing team members.
- 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 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 organisations and that emphasises the identified mission, vision, guiding principles, and values of the organisation.
- 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 organisation's expectations for productivity, quality, and goal accomplishment objectives.
- 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

- Responsible for the effective management and running of lodge. Overall Day to Day Management of the Lodge and Back of House
- Daily meeting with 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 training plan for all departments and team members.
- Monitor and maintain skills development plan.
- Creating an environment where the quality and standards are 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, as well as general guests.

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
- Strong problem solving skills and creative thinking
- Excellent organizational management skills
- General technical/mechanical knowledge necessary
- Relevant education in hospitality or tourism sector
- A minimum of five years of responsible leadership experiences in management positions.
- PDP Required

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.
- Curious about what you don't know, and generous about what you do know.

Strong references and a clean track record are mandatory.

TO APPLY

Please send your CV to careers@rareearth.co.za with the subject line: "Application: WSL General Manager"

TIMELINES

Interviews will take place during Q1 2024 with appointment effective March/April 2024