



JOB DESCRIPTION

GENERAL MANAGER

The Old Rectory Hotel & Spa, Plettenberg Bay

ABOUT THE ROLE

The Old Rectory Hotel & Spa is looking for an experienced, thoughtful and hands-on General Manager with 5-star hotel experience to lead the property into its next chapter.

This role calls for a hospitality professional with strong operational, financial and people leadership skills as well as a genuine instinct for guest experience. The successful candidate will be responsible for the overall management of the hotel, restaurant and spa, ensuring that standards, culture, commercial performance and team wellbeing are consistently upheld.

This is a leadership role for someone who can balance detail with vision, structure with warmth, and accountability with care.

ABOUT RARE EARTH RETREATS

At Rare Earth, we believe in celebrating differences, nurturing individuality and cultivating gratitude. We value curiosity, kindness, ownership, sincerity and family. Our teams are united by a shared commitment to creating experiences that are meaningful, considered and deeply welcoming. We believe in having a light touch and a whole heart, making our work matter.

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

KEY RESPONSIBILITIES

The General Manager will be responsible for:

OPERATIONAL LEADERSHIP

- Leading the full day-to-day operation of The Old Rectory Hotel & Spa
- Overseeing all departments to ensure smooth, efficient and consistent service delivery and profitability
- Maintaining exceptional standards across guest areas, back-of-house operations, spa, restaurant and overall property presentation
- Acting as custodian of the property, equipment, systems and standards

GUEST EXPERIENCE

- Ensuring every guest touchpoint reflects the character and standards of The Old Rectory Hotel & Spa and Rare Earth Retreats
- Managing guest feedback, service recovery and continuous improvement in the guest journey
- Hosting VIP guests, agents, media and key stakeholders with confidence and warmth

TEAM LEADERSHIP

- Leading, mentoring and developing heads of department and broader team members
- Building a strong, respectful and high-performing team culture
- Supporting recruitment, onboarding, training, performance management and succession planning
- Managing staffing levels, leave planning, payroll inputs and team structure in line with operational needs

FINANCIAL AND COMMERCIAL MANAGEMENT

- Taking ownership of budgets, forecasts, cost control and day-to-day financial performance
- Monitoring revenue, departmental spend, payroll and efficiencies across the business
- Working closely with Head Office and the Operations and Finance teams to ensure accurate reporting and sound decision-making

STANDARDS, COMPLIANCE AND SUSTAINABILITY

- Ensuring compliance with health and safety requirements, company policy and relevant legal obligations
- Driving consistent operational standards and accountability across departments
- Identifying practical ways to improve sustainability and reduce environmental and community impact in line with Rare Earth guidelines

STAKEHOLDER RELATIONSHIPS

- Building strong working relationships with guests, team members, Head Office, agents, suppliers, the local community and industry partners
- Maintaining clear and transparent communication with Head Office on operational priorities, challenges and opportunities



WHAT WE'RE LOOKING FOR

We're looking for a leader who is:

- experienced in boutique hotel, lodge or luxury hospitality management in a 5-Star environment
- calm, decisive and highly organised
- hands-on and visible in the operation
- naturally warm, emotionally intelligent and people-focused
- commercially aware, financially confident and operationally strong
- passionate about hospitality, team culture and memorable guest experiences
- comfortable working in a fast-paced environment with high standards and varied demands

KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Minimum 5 years' leadership experience in a senior hospitality management role
- Strong understanding of hotel operations, guest experience and service delivery
- Solid financial acumen, including budgeting, forecasting and cost control
- Experience leading and developing multidisciplinary teams
- Strong written and verbal communication skills
- Excellent organisational, problem-solving and decision-making ability
- Good understanding of HR practices, scheduling and performance management
- Sound knowledge of health and safety compliance
- Relevant qualification in hospitality, tourism or a related field preferred
- Strong computer literacy, including Microsoft Office proficiency; working knowledge of ResRequest and TallOrder would be advantageous.
- PDP and valid driver's licence preferred/required, depending on operational need

PERSONAL QUALITIES

- Warm, grounded and professional
- Honest, dependable and self-motivated
- Detail-oriented and solutions-driven
- Confident without ego
- Curious, generous and willing to teach others
- Able to build trust with both guests and team members
- Aligned with Rare Earth's values and way of working

TO APPLY

Please send your CV to careers@rareearth.co.za with the subject line: "General Manager for The Old Rectory"

TIMELINES

Interviews will take place during April & May 2026

Appointment effective 15 June 2026

