JOB DESCRIPTION

GENERAL MANAGER COUPLE

The Outpost, Kruger National Park

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

Running The Outpost and Pel's Post

- Take full responsibility for the general management of both lodges
- Oversee daily operations, keeping budgets and finances healthy and guest service and satisfaction excellent
- Look after the lodge's operational equipment as its custodian

The guest experience

- Develop the guest experience across every touch point including food, safari, spa and wellness, housekeeping, service, curio and guest relations
- Follow service trends closely and come up with fresh, creative ideas in line with the Rare Earth Ribbon

The business

- Drive efficiencies in cost control, product quality and logistics
- Understand and monitor the lodge's day-to-day finances, and manage the results
- Forecast and manage budgets, keeping up with a changing business environment alongside the Head Office finance team

People and culture

- Build relationships with staff, guests, departments, the community and the wider industry, including agents and other lodges (especially our neighbours and sister companies)
- Immerse yourself in the people, the culture and the work style, and help weave the Rare Earth Ribbon
- Create a workplace culture that reflects the wider organisation and lives out our mission, vision, guiding principles and values
- Foster teamwork and unity within the lodge team. This means room for disagreement over ideas, quick and fair resolution of conflict and an appreciation of diversity, so that everyone is supported to succeed together.
- Communicate openly and transparently, sharing organisational information through department meetings, one-on-ones, email and regular day-to-day conversation, as appropriate
- Lead with direction and oversight, in line with company policies and procedures
- Empower your team to own their jobs and goals. Delegate, expect accountability and keep feedback regular.
- Coach, mentor and develop your people, from onboarding new employees to planning careers and opening up opportunities for existing team members
- Lead through a performance management and development process that includes goal setting, feedback and development planning, and that encourages each person's contribution
- Guide your team to meet our expectations for productivity, quality and goal achievement
- Give meaningful performance feedback through recognition, rewards and, where necessary, disciplinary action with the support of Human Resources
- Facilitate the training your team needs to meet our service standards, with the professionalism and quality we're known for

HR and staffing

- Maintain and strengthen the HR structure, making sure it's understood and followed
- Plan staffing levels, leave rosters, payroll loading and HR administration
- Keep an eye on team schedules, including assignments, job rotation, training, leave and paid time off, cover for absenteeism and overtime scheduling

Health, safety and sustainability

- Enhance health and safety in the workplace in line with Rare Earth's H&S policy and the legal framework we operate within
- Work with our Operations Manager to understand how sustainability affects our business, spot ongoing opportunities to improve and put practical solutions in place that lessen our environmental and community impact, as set out in our sustainability guidelines

Other

- Take on other duties and responsibilities as assigned

KEY OUTPUTS

- Take responsibility for the effective management and running of the lodge, overseeing day-to-day operations across the lodge and back of house
- Meet daily with managers and Heads of Department to talk through the day's plan, including arrivals, departures, maintenance, food, special requests, bush banqueting and more
- 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
- Create an environment where quality and standards are consistently met and visible in the daily running of the lodge
- Work with all heads of department to align operations with the lodge's quality standards, and make sure budgets are met and monitored
- Host agents, media, content partners, competition winners and VIP groups, as well as our paying guests

KNOWLEDGE & SKILLS REQUIRED

- Energetic, proactive person with a well-developed understanding of the importance of a world-class guest experience, and the ability to deliver it
- Aware, evolved, energetic, compassionate and respectable, with good communication skills and strong leadership.
- Lateral thinking ability
- Initiative
- 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 and ability to share information, and to 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 relationship-building and employee coaching and development skills
- Management experience in a team-oriented workplace preferred
- Demonstrated ability to lead and develop lodge staff
- Demonstrated knowledge of basic economics, budgeting and accounting principles and practices
- General knowledge of human resource management
- Evidence of the ability to maintain a high level of confidentiality
- Strong problem-solving skills and creative thinking
- Excellent organisational and management skills
- General technical and mechanical knowledge as necessary
- Relevant education in the hospitality or tourism sector
- A minimum of five years' responsible leadership experience in management positions
- PDP required

PERSONAL CHARACTERISTICS

- Good command of the English language
- Outgoing, warm and friendly
- Confident and comfortable around affluent people
- Well presented, honest, diligent and self-motivated
- Able to work under pressure and meet deadlines
- High energy and a sense of urgency
- Excellent interpersonal skills
- Passionate about guest delight and creating memorable experiences
- Able to inspire and motivate staff
- Willing and able to share information and teach others
- Curious about what you don't know, generous about what you do know

Strong references and a clean track record are mandatory.

TO APPLY

Please send your CV to lauren@rareearth.co.za with the subject line: "General Manager/s for The Outpost"

THE
OUTPOST