



ABOUT ASILIA

Asilia Africa is one of East Africa's long-standing safari companies. Meaning 'genuine' or 'authentic' in Swahili, we've built a reputation for incredible safari experiences and our unwavering commitment to empowering both people and nature alike in the region. Founded in 2004, Asilia has a leading presence in the main safari destinations in Tanzania and Kenya as well as a driving role in several pioneering projects. Asilia's goal is to turn crucial and fragile natural habitats into lasting conservation economies, benefitting both the environment and local communities. At present, the company owns and operates 18 lodges and camps as well as a ground handling operation. Asilia is the first sustainable safari/lodge company in Africa to receive a 5-star rating for sustainability from GIIRS, was recognized as one of the "Best Companies for the World" in 2013 and was awarded the 2014 Tourism for Tomorrow Business Award.

WHAT WE BELIEVE IN

We believe that world-class travel can go hand in hand with improving livelihoods and conservation of nature. Our luxury camps and lodges are in some of the most special places on earth. Places we want to safeguard for the future. We strive to transform whole areas, from crucial fragile natural habitats with often impoverished communities into lasting conservation economies; effectively protecting wildlife whilst providing opportunities for local people to prosper. Whichever department you work in, your efforts will be crucial in achieving our conservation goal.

POSITION:

Group Training Manager

LOCATION:

Arusha, Tanzania
(preference) or Kenya

REPORTS TO:

Head of Group HR

RESPONSIBILITIES AND DUTIES

The Group Training Manager (GTM) is responsible for developing, monitoring and maintaining staff skills in accordance with the Asilia requirements, service offering and philosophy, by ensuring that training and assessment systems are in place and managed. The goal of these training initiatives and activities are to ensure that Asilia staff are skilled and prepared to support, host and entertain our guests and perform in their roles across the business, according to the Asilia requirements, service philosophy and in line with the company vision.

Key responsibilities and duties include:



Training & Development:

This role will be responsible for the following aspects of Training and Development, amongst others:

- Conducting of regular training needs assessments and communication with Country Managers and Camp Managers on training needs and requirements, identifying gaps and ensuring appropriate action is taken
- Curriculum development for areas of responsibility, including training materials where necessary
- Setting of an annual training framework for Managers, Guides, Chefs, and general staff, with associated budgets
- Management of curriculum delivery, with direct curriculum delivery themselves or other Asilia employees, wherever possible
- Identifying and implementing an in-house training program for Camp Staff, and driving, monitoring and reporting on the activity and progress of such program
- Student record system management
- Regular and routine theoretical and practical assessments and reporting of results
- Liaising with the IGS and other organizations on guide and hospitality curriculum development
- Budget management and reconciliation for all areas of responsibility
- Supporting of Country Managers on talent identification, development and mentoring
- Work with Country Managers and HR on annual appraisals and evaluation of employees
- Establishment of an in-house employee training system that addresses company training needs including new employee on-boarding and/or orientation, management development, production cross-training, the measurement of training impact, and training transfers
- Assisting managers with the selection and contracting of external training programs and consultants
- Planning, monitoring and appraisal of employee training programs and service providers
- Maintenance of all employee training records and certificates

Role & Department specific training for Camp Staff, Camp Management and Guides:

- Guide Training
- Camp Management Training
- Service and Hospitality Training
- Food and Beverage Training

Core curriculum for all staff, including:

- Family Orientation Program
- Environmental Awareness Training
- Health and Safety Training
- Hygiene and Dress Code Training



Guest Experience:

This role will further oversee and be accountable for the following aspects:

- Take a leading role in the definition, training, implementing and monitoring / reporting of all guest-experience standards
- Guide the monitoring procedures in order to have a solid feedback cycle for all the relevant departments
- Ensure that the defined service offerings are aligned with all Asilia departments (Sales, Marketing, Operations, Finance etc.)
- Budget management and reconciliation for areas of responsibility

REQUIRED QUALIFICATIONS AND EXPERIENCE

- Minimum 5 years' experience in an HR / training / people development role
- Degree / diploma / certificate in Human Resources is desirable
- Camp / Lodge management experience
- High proficiency in using MS office suite (Outlook, Word, Excel, PowerPoint)

REQUIRED SKILLS

- Excellent communication skills across cultures
- Responsible, approachable and trusted individual who is seen as “go to” person
- Energetic, team player who is willing to get involved
- Strong organisational skills and ability to work well under pressure
- Strong operational background
- Confidentiality and discretionary skills are essential
- Strong presentation skills
- Stakeholder engagement and relationship building
- Accountability

The base for this role is ideally in Arusha or Nairobi, however there will be frequent travel to the camps and lodges in East Africa.

Please email a copy of your CV and cover letter as to why you are the right person for us to Christin@asiliaafrica.com by no later than **20 January 2023**. If you have not heard back from us within 10 days of your application, please consider your application to have not been successful.