



JOB DESCRIPTION: GENERAL OPERATIONS MANAGER – NORTHERN TANZANIA

Introduction & Job Summary

We are a company built by passionate people with long-standing roots in the original family-run safari companies of East Africa, such as Ker and Downey, which originated in 1946, Rekeru Camp in 1986 and Olivers Camp in 1992. With a pioneering eye, our founders, many of whom are still involved today, combined their safari experience, passion, and commitment to East Africa, and in 2004, formed Asilia Africa. They knew that their diverse characters and family spirit could bring real change to East Africa in a meaningful way, which led them to choose the name Asilia – Swahili for ‘genuine’ or ‘authentic’. Although we are keen and committed to preserving the authentic, family-run East African safari experience, we understand that operational stability and scale are essential in realising our vision of making a substantive, lasting positive impact.

Following on from our founders’ original vision, our core values of family spirit, teamwork, and dedication to service underpin all that we do. Today, we are a fast-growing, leading travel brand in East Africa, employing more than 900 people with a footprint of 23 camps and lodges in Kenya and Tanzania. We offer guests a genuine African safari through rich, meaningful and immersive wildlife experiences. As new opportunities emerge, we continue to evolve, but will always be rooted in one fundamental principle: to offer genuine safaris that make a genuine difference and empower the crucial wilderness areas in East Africa to thrive, benefiting people and nature alike.

We are looking for a professional **General Operations Manager** to head up our Northern Tanzania operations.

Job Role

Functional Responsibilities:

Line Management of Northern Tanzania operations

As General Operations Manager you are end-responsible for the management of all Asilia operations in Northern Tanzania. This includes amongst others:

- Line management of all Asilia employees in Northern Tanzania; their performance and development
- Ensuring that the various Tanzania guest-facing units deliver guest services / experiences in line with the agreed standards & definitions; idem for agent services
- End-responsible for the consistently strong and cost-efficient performance of support functions including resupplies, workshop / fleet management and asset management / maintenance.
- Ensuring that the Tanzania operations meet Asilia’s Group policies, procedures and standards at all times, including a/o health & safety and admin controls
- Ensuring that all assets and equipment are kept in excellent condition
- Strong general performance of Asilia’s Tanzania operations against set management objectives
- Strong financial performance of Asilia’s Tanzania operations against its Operating Budget as well as good mgt of CAPEX against CAPEX budgets/plans



Your profile

We are looking for an experienced, well-rounded GM-like Operations manager with the following profile:

- Minimum 10 years of experience in various operational management roles (Africa-experience and tourism industry experience a must)
- Strong organizational and logistic skills in leadership positions in organisations with >200 staff
- Effective at managing and training/coaching middle managers and staff
- Effective at crisis management and good at making instant decisions; ability to multitask and prioritize in a challenging environment
- Good working knowledge & experience in the majority of the following areas:
 - Logistics/resupply
 - Cost management
 - HR
 - Menus, food quality and food presentation
 - Some bush/guide knowledge
 - Asset & fleet maintenance management
 - Ability to build good working relationships with people at all levels from camp staff to the board of directors
 - Proven ability to handle complex intercultural people matters, with cultural sensitivity and awareness
 - Passion for positive impact and wildlife tourism as well as community development
 - Minimum degree or diploma
 - Strong verbal and written communication skills and ability to structure and present work plans and ideas
 - Independent 'getting things done' mentality; willing to work hard
 - Local African languages a preference

The package

Asilia offers a competitive salary for East Africa standards and modest fringe benefits, it being noted that Asilia may not be the best working environment for purely financially motivated candidates – people who work at Asilia are passionate about what they do and what the company is trying to achieve.

A comprehensive job description will be given to the successful candidate.

This is a new position that is available immediately. You will be based and live in Arusha with frequent travel to the camps and lodges in Tanzania.

Should you be interested in this position please send your updated CV to: carly@asiliaafrica.com