

JOB DESCRIPTION – CAMP MANAGEMENT COUPLE - KENYA

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 seeking an experienced **Camp Management Couple** to be based in Kenya (Masai Mara or Ol Pejeta Conservancy).

SCOPE AND POSITION OVERVIEW

The key requirements are high and accurate performance, stamina, strong organisational ability and excellent leadership qualities, with experience managing teams.

To ensure that the camp systems, facilities, activities and staff work together in a smooth, safe and harmonious manner so as to ensure that guests have a memorable stay. This purpose is coupled with the concept that the camp is a business unit that needs to run profitably with effective cost-stock controls, management of assets and environmental care.

RESPONSIBILITIES & DUTIES

Your main responsibilities and duties collectively as a management couple will be:

- To manage all daily, weekly and monthly operations of the Front of House (FOH).
- To ensure all guests receive the best experience, compliant with our high standard of service offering.
- To ensure that proper medical attention is given to any guests that fall ill while staying at Camp.
- To ensure all staff, in conjunction with other managers, are motivated, have a high standard of work ethic and follow the company procedures at all times.
- To maintain strong cooperation and communication including training with head of departments and their teams.
- To maintain a positive relationship with the communities and neighbours.
- Ensure that general data is accurate, timely and consolidated; interdepartmental reports have to be generated on time to measure the performance of the individual departments.
- Health and safety including protection of all guests, staff, property and equipment (all company assets to be managed to limit potential loss to the camp).

- To ensure safety procedures are in place for guests both in the property and when participating in activities, excursions and transfers, as well as for staff, property, plant and equipment, in coordination with all Managers.
- Ensure that overall repairs and maintenance of the property are being followed through, focusing on preventive maintenance.
- Ensure all procurement, stores and stock control are being followed correctly, in accordance with the manager.
- Ensure that the overall hygiene of the camp is in place and maintained to a high level.
- Ensure month-end stock takes are done and submitted on time according to the financial time-line.
- Exercise and implement cost saving measures.

Daily Tasks

- Organise the team and ensure priorities receive the necessary attention & supervision.
- Communication and awareness of the entire administration, stock & inventory and financial reporting.
- Ensure highest service levels are maintained across.
- Supervise the team to ensure that they perform their duties properly & professionally; perform spot checks.
- Ensure that all areas and guest's facilities are up to standard at all times.
- Ensure menus are balanced and the quality of the food is stable and high class.
- Monitor daily expenditures and maintain authorisation procedures.
- Maintain staff discipline and motivation.
- Ensure all furniture, fixtures, equipment, vehicles, generators & related equipment are being maintained and taken care of in a professional manner.
- Control & approve duty rosters, leave & sick leave applications, as well as possible emergency leave.
- Maintain the mid and month-end administration cycle (controlling operations) and ensure the related stock takes and inventories are completed by physically inspecting the process and the source documentation to ensure the data is correct.

Guest Services

- Getting the basics right – Safety & functional aspects of our services.
- Being passionate about Africa and sharing it with our guests.
- Hosting style that is personal, friendly and engaging.
- Attentive to each guest's individual needs and preferences.
- Always be courteous, friendly – timeous- efficient – hygienic and professional.
- Be available for guests at all times.
- Ensuring all aspects defined in the service offering are delivered.
- Facilitate all offered activities and requests.
- Deal with guest complaints immediately should the manager on duty require assistance.

Employee Relations

- Ensure prompt attendance is maintained and registers checked daily.
- Management of annual leave for your staff and yourself ensuring days owed are taken in the course of the year.
- Ensure all staff receive proper medical attention when they are ill.
- You are to act as a leader to all departments and members of staff.
- You will be responsible for the well-being of all staff.
- You will be expected to behave honestly and be sober at all times.
- You will maintain a high standard of personal hygiene and keep are in good health.
- Your appearance and behaviour is to be that of a senior manager representing the company in all your work activities.
- No abusive language or behaviour.

Person Specification	
<p>Skills/Knowledge/Experience:</p> <ul style="list-style-type: none"> • Minimum two years experience as a camp manager • Good organizational and logistical skills • Effective at crisis management and good at making instant decisions • Effective at training staff • Good knowledge on the following: <ul style="list-style-type: none"> ○ HR ○ Logistics/resupply ○ Some bush/guide knowledge ○ Admin/financial understanding ○ Local language ○ Menus, food quality and food presentation 	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Ability to work independently and make decisions • Drive and Commitment • Proactivity • Communication and influence • Peoples person • Firm but fair nature • Open, caring attitude • Passionate about camps and a love for the bush

Should you be interested in this position please send your updated CV to: vacancies@asiliaafrica.com no later than 31 March 2019.