



We are Hiring

**MATATANE CAMP
MANAGER**

Email your CV to
careers@babanango.com



GENERAL DESCRIPTION

The main purpose of the Camp Manager is to ensure a superlative guest experience for all Matatane Camp guests – which typically include large school groups, university groups, leisure travellers, researchers, campers etc. The emphasis is on the guest experience including excellent service standards, well maintained amenities, attentive and well-trained staff, general management, safety and security and the broader coordination of a busy hospitality and wilderness camp environment with many 'moving parts'. The role requires the Manager to put in place the necessary systems and controls to ensure that the camp systems, facilities, activities, and staff co-ordinate in a smooth, safe, and harmonious manner to ensure that guests have a memorable stay. Due to the nature of the Camp – which is part of the larger Babanango Game Reserve ecosystem - there will also be a strong emphasis on infrastructure maintenance and reserve management – which will include path building and the operation and maintenance of the zip-line, swimming pools, boreholes, generators, vehicles, security, invasive clearing etc. Ideally this role would suit an individual, or management couple, with a 'resort' management background who understand how to management people – both staff and guests – and who have run and operated a similar type of business. A solid grasp of P&L and cost management will be advantageous.

AREAS OF RESPONSIBILITY

- Maintain, and further develop, good relationships with staff.
- Training and upskilling of staff as and when necessary.
- Ensuring that strict 'health and safety' protocols are adhered to.
- Anticipating guests needs so to enhance the guest experience.
- Administration functions associated with the position including monthly reporting.
- Perform any other tasks reasonably requested by the GM of Hospitality.
- Budget management.
- Stock control management.
- Overall management of the precinct – including all built infrastructure and facilities as well as roads, tracks and fences (with support from Babanango Game Reserve).

WORK TASKS

- Ensure the highest quality of experience for visiting guests.
- Lead by example as the Camp Manager in hospitality service .
- Display an exceptional appreciation and sensitivity to the environment.
- Ensure that guest, staff, and wildlife safety is always a priority.
- Undertake a process of continuous education of self and other members of staff.
- Achieve service excellence through Teamwork.
- Be an active, contributing member of the BGR team.
- Be willing, in certain cases, to put in extra work to ensure best possible guest experience and to assist the team.
- Ability to promote conservation and environmental protection on the reserve.
- Monitor and handle guest feedback and make sure it gets to each person (good and bad).
- Monitor vehicle safety and driving speed.
- Day to day management of facilities & camps – ensure standards are kept & improved.
- Dealing with guests' complaints.
- Assisting Camp Leaders with hosting.
- Daily meetings to ensure all departments are aware of upcoming events, arrivals, etc.
- Employer or management might require other tasks to be done not specified in this description.
- Encourages staff to submit proposals to promote research.
- Attend HOD, Finance and Management meetings when needed.
- Ensure that training is delivered and completed successfully, with a measure of success attached.
- Enforcement of company policies and procedures.
- Engages in own research and development to support skills.
- Ensure that all newly hired staff receive an adequate transition to the Operations floor, and that existing staff receive appropriate and timely refresher / remedial / cross skill training in line with business needs.

WORK TASKS CONTINUED

- Manage camp activities to identify gaps in customer service/communication skills/product process. knowledge and implement training interventions aimed at continuous improvement.
- Monitor and maintain hospitality service, maintenance, gardening, and housekeeping standards within the camp.
- Run the camp in a cost-effective manner, within the agreed budget; in a manner which is conducive to positive inter-personal relationships between staff; and at a superior level of efficiency.
- Effective financial management through the administration of orders and effective stock control.
- Communicate and report to senior management on a regular basis in line with company requirements.
- Undertake monthly Health, Safety, Security and Environment meetings with Safety, Health and Environmental Representatives (SHE Reps) and report feedback to the HSSE Manager.

DECISION-MAKING POWER

- Purchasing authority to order Food and Beverage & other supplies to restock the camp.
- Itinerary creation to accommodate Outdoor Education bookings.
- Prioritisation of maintenance tasks in the camp.
- Management of budget provided by the GM of Hospitality.

SUCCESS CRITERIA

- Excellent guest feedback.
- Above 4 average rating for visiting school camps.
- Development of leisure guest experience in collaboration with the marketing and hospitality units.
- Guest expectation regarding the standard of service should be exceeded.
- Ultimate guest relations in the camp and that the "at home" personal attention levels are maintained.
- Gross Profit Margins are maintained with the required framework.
- A good working relationship established with the maintenance team to ensure upkeep of the site.
- Evidence of Team leadership.
- Diversification of guest activities.

REQUIREMENTS FOR WORK EXPERIENCE/SKILLS

- Excellent organisation and planning skills.
- Confidentiality is prioritised.
- Have situational awareness, be able to act quickly and confidently when needed.
- Able to work in shifts – may require night shift .
- Works well under pressure.
- Accuracy and attention to detail.
- Ability to use your own initiative.
- Flexible and adaptable approach to work .
- Excellent communications and people handling skills .
- Customer service driven.

PERSONAL CHARACTERISTICS

- Passionate about nature, wildlife, and conservation
- Ability to self-manage and comfortable to live in remote areas
- Positivity
- Organized
- Team Player
- Professional
- Pro-active, self-motivated, and flexible
- Ability to work independently, but a strong team leader and team player
- Attention to detail

TRAINING/EDUCATION REQUIREMENTS

- Eco-tourism and/or equivalent qualification.
- Valid PDP Licence
- Computer Literate
- First Aid Level 1
- Ability and experience to deal with health, safety and emergency situations.
- Minimum 5-7 years' experience in a similar management position.



Applications are invited from suitably qualified persons to fill the below vacancies within Babanango Game Reserve.

To apply, please send your CV and cover letter to careers@babanango.com