

We are Hiring

LODGE MANAGER

Email your CV to
careers@babanango.com



GENERAL DESCRIPTION

The main responsibility of the Lodge Manager is to maintain smooth operations of Babanango Game Reserve Lodges. To provide leadership to staff, maintain lodge facilities and provide a level of hospitality, ensuring that guests receive the amenities and services which meets the Babanango Game Reserve expectations.

QUALIFICATIONS

Minimum Qualifications to Perform Role:

- Tertiary qualifications in Hospitality, Game Lodge, Tourism or equivalent

Preferred Qualification:

- Diploma/Degree in Hotel Management/Hospitality
- Valid Driver's license

Minimum Period of Experience:

- Minimum 5 - 10 years traceable work experience in a 5 star safari bush lodge environment
- Excellent understanding of housekeeping and maintenance procedures
- An awareness of developments, keeping up with current trends within the food and lodge industries.

INTERACTION:

- **Reports To:** Head of Hospitality
- **Internal:** Lodge Staff including Guides
- **External:** Guests

WORK TASKS

- Provide a welcoming lodge environment for BGR guests with high standards of service, meals and housekeeping which meet the company's expectations.
- Monitor and maintain hospitality service, maintenance, gardening, and housekeeping standards within the lodge.
- Maintain the highest standards of housekeeping and maintenance and ensure that style and design is not eroded.
- Manage all staff reporting to the position to effectively assist, train, develop, motivate, and monitor activities. This includes the effective recruitment and disciplining of staff.
- Maintain a safe, harmonious, enjoyable workplace environment for staff.
- Communicate and report to senior management on a regular basis in line with company requirements.
- Produce and maintain staff duty rosters which always provide flexible and effective staffing for the Lodge, day, and night, throughout the year.

SKILLS

- Excellent Customer Service
- Experience in a similar environment, and proven track record in managing people
- Experience working in remote areas or locations would be an advantage
- Excellent attention to detail, Computer literate, Strong multi-tasking skills, and Excellent organizational skills
- Working knowledge on different types of POS & Booking systems
- Financial management ability
- Basic understanding of disciplinary procedures
- Ability to adapt to a fluid environment
- Knowledge of reserve, property, surrounding areas
- Performs all duties with a sense of priority and dedication

CHARACTERISTICS

- Able to work under pressure
- Great planning and organizing skills
- Exceptional communication skills
- Problem analysis and problem-solving skills
- Attentive, assertive yet patient, & friendly
- Customer-oriented, proactive, & takes initiative
- Exceptional communication skills
- Commitment to a high-level customer service
- Passionate about the conservation & hospitality industry



Application may be submitted to careers@babanango.com

Closing date: 31 May 2026

Note: If you do not receive any communication within 14 days after the closing date, please consider your application unsuccessful.