



## PRE-OPENING LODGE MANAGER MARA, TANZANIA

In striving to redefine luxury travel, ENVI Lodges was created to give travellers meaningful experiences as they immerse in a natural environment – wherever that may be.

With our sustainability mission at the centre of everything we do, working for ENVI means working for our planet. It means being part of a culture of respect, both of the local communities where we develop and the natural surroundings we inhabit.

As we grow our team, we are looking for remarkable individuals who share our passion and commitment to our guests and our environment. Individuals who work with a sense of purpose, eager to learn and thrive, good team players who know that everyone is playing a part in ENVI's success.

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### ABOUT THE LODGE

An upcoming luxury tented lodge is set to open in the heart of the Mara region in Tanzania. Our lodge promises to offer a unique blend of unparalleled luxury, breathtaking natural beauty, and exceptional wildlife experiences. We are committed to delivering outstanding service and creating unforgettable memories for our guests. As we prepare for our grand opening, we seek a dedicated and experienced Lodge Manager to join our team and lead us through this exciting journey.

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### JOB DESCRIPTION

We are looking for an accomplished Lodge Manager to join us in the pre-opening phase of our new luxury lodge. The ideal candidate will be pivotal in setting up operations, establishing high service standards, and ensuring a seamless opening. This is an extraordinary opportunity for a dynamic hospitality professional to shape the future of our lodge and lead it to success.

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### KEY RESPONSIBILITIES

- Lead the pre-opening activities, including recruitment, training, and staff onboarding.
  - Develop and implement standard operating procedures (SOPs) and policies to ensure efficient operations.
  - Oversee the setup of all departments, including guest services, housekeeping, food and beverage, field rangers and maintenance.
  - Coordinate with contractors, suppliers, and vendors to ensure timely completion of pre-opening tasks.
  - Ensure all facilities and amenities meet the highest standards of luxury and comfort.
  - Plan and execute pre-opening marketing and promotional activities with the marketing team.
  - Manage budgets, expenses, and financial planning for the pre-opening phase.
  - Establish strong relationships with local communities and stakeholders.
  - Land Management – overall rangers/guiding and conservation team management, including maintenance teams.
  - Training the guiding/rangers teams to develop their skills where needed and manage a safe environment for the guests
  - Prepare for a smooth transition from pre-opening to operational phase, ensuring all systems and processes are in place.
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### QUALIFICATIONS AND EXPERIENCE REQUIRED

- Proven experience (+3 years) as a Lodge Manager or in a similar hospitality management role,
- Pre-opening experience is a great plus.
- Strong leadership and team management skills, with experience in recruiting, training, and developing staff.
- Knowledge of the local culture and environment is a plus.
- Proficiency in financial management and budgeting.
- Demonstrated ability to provide exceptional guest experiences and maintain high service standards.
- Experience in handling high-profile guests and tailoring services to meet their specific needs.
- Fluent in English; knowledge of Swahili or other local languages is advantageous.
- Problem-solving: Ability to effectively address and resolve guest complaints and operational issues.
- Adaptability: Willingness to work in a remote location and adapt to a dynamic environment.
- Attention to Detail: Meticulous attention to detail to ensure the highest standards of service and quality.
- Passion for Wildlife and Nature: Genuine interest in wildlife conservation and the natural environment of the Mara.
- Commitment to sustainable and eco-friendly practices in hospitality.
- Experience in implementing sustainable tourism initiatives.

