

JOB DESCRIPTION

Job Title: General Manager
Reports To: Chief Operations Officer

Location: Lower Zambezi
Start Date: Immediate
Contract Type: Permanent

Time + Tide | Who We Are

We are guides and guardians of some of the most remote places on Earth, with a family of luxury properties in Zambia and Madagascar. Across land and sea, we have a legacy in responsible tourism and offer modern-day explorers the luxury of space and the chance to feel fully alive. Our team take extraordinary care in sharing our deep appreciation for the land, wildlife and culture.

Camp Manager | About the Role

The General Manager for Lower Zambezi is responsible for overall leadership, operational excellence and oversight of Time + Tide's three properties in the region. This is a senior role that requires strong leadership, problem-solving skills and a true passion for luxury hospitality in remote locations.

Key Responsibilities and Duties

1. Strategic Oversight & Leadership
 - Lead and manage all operations across the three Lower Zambezi properties, providing guidance to Camp Managers and other senior team members.
 - Ensure cohesive planning and execution of the region's goals aligned to Time + Tide's operational plans, vision and values.
2. Operational Excellence
 - Ensure seamless operations through effective coordination and adherence to SOPs.
 - Identify and address operational challenges with proactive solutions.
 - Promote consistency in service, safety, sustainability, and team leadership across all properties.
3. Guest Experience & Brand Standards
 - Champion the Time + Tide guest experience in every detail of the guest journey.
 - Oversee guest experience across the region to ensure consistency, excellence, and personalisation.
 - Handle guest relations and ensuring the fast and complete resolution of guest feedback and complaints.

4. Team Leadership & Development

- Inspire and lead multi-site team.
- Drive a positive and inclusive team culture that reflects Time + Tide's values.
- Oversee recruitment, training and development across properties in the region.
- Mentor senior team members and develop their leadership capabilities.

5. Financial Management

- Hold full accountability for regional budgets, cost control, and financial reporting.
- Collaborate with internal and external stakeholders and suppliers to manage operational costs efficiently and align expenditures with approved budgets.

6. Asset Management & Maintenance

- Ensure the effective upkeep of asset infrastructure, vehicles, and systems across the region.
- Oversee long-term maintenance planning and capital expenditure projects.
- Work closely with regional maintenance teams to ensure safety and efficiency.

7. Health, Safety & Compliance

- Enforce compliance with safety protocols, legal regulations, and group-wide standards.
- Oversee emergency preparedness, ensuring all teams are trained and systems are in place across properties.

8. Sustainability & Community Engagement

- Educate guests and staff on the Time + Tide Foundation.
- Cultivate relationships with local stakeholders to promote mutual benefits and community engagement.
- Ensure all camp operations and practices align with Time + Tide's sustainability commitments and environmental policies.

Experience and Qualifications:

- Minimum 5 years' senior management experience in luxury hospitality in remote, multi-property operations. .
- Tertiary qualification in Hospitality Management or related field is preferred.
- Proven ability in managing guest experiences at a high standard.
- Strong leadership and team development skills across varied functions.
- Solid understanding of operations, logistics, procurement, maintenance, and compliance.
- Financial acumen with experience in budget ownership
- Experience in handling guest relations

Please submit your application to our Head of People and Culture at people@timeandtideafrica.com by **15 April 2025**