



## **General Manager – South Luangwa + Liuwa Plain**

Please submit applications to [glenn@timeandtideafrica.com](mailto:glenn@timeandtideafrica.com), cc: [bruce@timeandtideafrica.com](mailto:bruce@timeandtideafrica.com)

### **Position Details**

Job Level: Senior Management

Business Entity: Zambia – Responsibility across Luangwa and Liuwa Porfolio

Department: Operations

### **Purpose**

The purpose of the Time + Tide Luangwa & Liuwa General Manager (GM) role is to ensure the smooth day to day operation across six (6) safari camps and one (1) HQ in the South Luangwa and Liuwa respectively.

The GM is responsible for ensuring the teams on the ground are supported and equipped to deliver a world-class service to our guests in a safe, happy and healthy working environment.

The GM should lead by example, driving company culture and values and always looking for new ways to improve offering and help to stay ahead of competitors and ensuring the company and team is a desirable place to work and be a part of.

The GM should be well-versed in efficiently utilising their team to ensure their strengths are capitalised and growth areas are given adequate attention in order to grow as a team and excel in our offerings to guests.

The GM is the figurehead on the ground and represents the company both in and out of uniform. Overall responsibility lies with the GM and the desire to succeed and excel in every area of the operation should be a primary focus and purpose of the GM.

### **Roles + Responsibilities**

#### **KEY ACCOUNTABILITIES AND DELIVERABLES:**

1. Overseeing daily business operations across all departments in both guest facing, and non-guest facing areas of the business.
2. Developing and implementing growth strategies.
3. Training of Head of Departments and other managers.
4. Assisting sales and marketing team with sales plans, marketing campaigns and other support as and when required. This may include travel to trade shows to represent the company.
5. Creating and managing budgets.
6. Recruitment of employees and overseeing other HR practices.
7. Evaluating performance and productivity.
8. Analysing accounting and financial data and implementing changes on the ground to improve efficiency and increase profits whilst simultaneously improving product offering resulting from interpretation of data.

9. Researching and identifying growth opportunities.
10. Ensuring customer service and guest experience is of a world-class standard and continuing to improve offering.
11. Statutory compliance - Ensuring the company is always compliant and not exposed to unnecessary risk.
12. Liaising with local authorities and representing the company in any issue representing/concerning the company, her employees, and her reputation.
13. Working closely with Operations Manager to ensure the smooth running of all safari camps and HQ.
14. Ensuring Emergency Response Plans are in place, up to date and all employees are well-versed in emergency procedures.
15. Helping to maintain and strengthen a strong company culture founded on respect for one-another and hard work.
16. Meeting guests, agents, and other stakeholders in and out of camp to help build relationships and drive repeat and recommend business.

**KEY PERFORMANCE INDICATORS + REQUIREMENTS:**

1. Conducting of Mid-term and end of year performance appraisals.
2. Interpretation of Monthly management accounts and dynamic management resulting from findings.
3. Guest feedback across all properties.

**Minimum Requirements**

**WORKING HOURS**

Working 6 days per week with 1 day off per week. 30 days annual leave plus bank holidays (bank holidays may not be given on actual day but can be taken at later stage).

**MINIMUM QUALIFICATIONS**

(SCHOOLING OR DEGREES) + MINIMUM EXPERIENCE (PRACTICAL ON-THE-JOB EXPERIENCE)

- + University Degree in hospitality management
- + 5+ years' experience working in a luxury hospitality establishment at senior management level
- + Proven track record of excelling at customer service and guest experience delivery

**KEY COMPETENCIES**

Knowledge (what must I know):

- + MSOffice - Advanced Outlook, Excel and Word capabilities
- + Hospitality SOP's and strong knowledge of all aspects of hotel operations
- + Valid, clean driving licence

Skills and Abilities (what must I be able to do / display):

1. Strong leadership qualities - Desire to lead by example and deliver what you expect from others.

2. A team player. Understanding and respecting the vital role all team members play in the operation. Willing to be flexible and assist where and when required.
3. Excellent communication skills within and outside the organisation.
4. Highly organized and efficient in approach.
5. Strong work ethic and work stamina.
6. Good interpersonal skills.
7. Meticulous attention to detail and understanding of the expectations from a discerning international and local clientele.
8. Proactive nature.
9. The ability to follow up on delegated tasks, inspecting in addition to expecting.
10. Strong emphasis on company culture. Ensuring that team culture and attitude is treated with equal importance to aptitude.

---

## ABOUT TIME + TIDE

### OUR PHILOSOPHY AND VALUES

#### WHO WE ARE

Venturing to the most wild wildest parts of the Earth, Time + Tide's family-owned properties are pioneers in luxury. Time + Tide Safaris in Zambia and our island sanctuary, Miavana by Time + Tide showcase our legacy in responsible tourism and offer a modern-day explorer the luxury of space and the chance to feel fully alive. Our destinations span across land and sea in these wild, remote and pristine locations. Our team take extraordinary care in sharing our deep appreciation for the land, wildlife and heritage of the remarkable places we call home.

#### OUR VALUES

*"We stand for long-term responsibility to do good and to conserve the world's most beautiful places as these areas are for everyone and for no one; to conserve them is our duty as humankind."*

*- A note from our Founder, Thierry Dalais*

#### + TOUCH THE EARTH:

We keep close to the ground, use natural materials and resources wisely, and celebrate the places we call home.

#### + FEELS LIKE FAMILY:

Inside and out, we nurture the friendships and relationships that are at the heart of our business

#### + GENEROUS AND GENUINE:

We build trust we are true to our word, and we give as much as we can

+ SURPRISE AND DELIGHT:

We go out of our way to make sure guests' memories last a lifetime

+ CONSERVATION, COMMUNITY AND SUSTAINABILITY:

We are guides and guardians to sublime landscapes, extraordinary wildlife and rich culture

**WHAT IT MEANS TO BE A PART OF THE TIME + TIDE TEAM**

**Leadership**

Every employee is expected to meaningfully participate in their team by establishing positive and productive working relationships. Individuals are expected to be dynamic, positive and demonstrate character that inspires trust. Furthermore, employees should be communicative, approachable and engaged with all members of the company. We strive to lead by example in the workplace, while being ambassadors for the business both in and out of uniform.

**Conservation + Community**

Each of us at Time + Tide has an important role to play in ensuring our legacy of community and conservation-based tourism lives on. The Time + Tide Foundation delivers social impact by providing learning opportunities to traditionally disadvantaged children across all Time + Tide communities. We are also proud to partner with a number of non-profit conservation organisations who work to preserve the wild places we treasure. By joining Time + Tide you become part of our story and share the following commitments with us:

- + Being respectful of our environment in all that we do
- + Being informed of Time + Tide's community and conservation work, helping to include these projects into our offering and making this knowledge accessible to our guests
- + Taking initiative in our individual roles to collaborate and engage with the Sustainability Department and Time + Tide Foundation to integrate the company's social and environmental work into all operations.

**Service**

Time + Tide strives to offer a best-in-class travel experience to our guests, and as a result customer service is at the forefront of our decision making and behaviour. Members of our team are expected to anticipate guests' needs and go above and beyond to deliver a service which is out of the ordinary, exciting and inspires joy. This means displaying a generosity of spirit and volunteering to assist, being a true team player who takes the initiative to offer a helping hand even in instances which might fall outside of our listed duties. We strive to be attentive, patient, resourceful and solution-focused in all interactions with each other and our guests.

**Culture**

Our culture emphasises collaboration, innovation and respectful interactions. Our workplaces value diversity, ensuring each employee feels a sense of belonging. We are passionate about our work and are driven by a clear sense of purpose in what we do. Every member of our team is expected to be a culture carrier for the company. This means bringing our values to life by:

- + Demonstrating leadership, commitment to our surrounding communities and environments, and extraordinary customer service as detailed above
- + Treating all colleagues and stakeholders with care, respect and kindness
- + Responding with attentiveness and actively listening to others
- + Being authentic and open to receiving and providing feedback that is honest and balanced
- + Going above and beyond to deliver work that is creative, imaginative and inspires joy

**CURRENT ORGANOGRAM**

