

## JOB DESCRIPTION

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Job Title: Management Couple  
Reports To: Chief Operations Officer

Location: Lower Zambezi  
Start Date: March 2025  
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.

### Management Couple | About the Role

The Management Couple will oversee the daily operations and guest experience across Time + Tide's three properties in the Lower Zambezi. Together, they will provide leadership, direction, and hands-on management to ensure exceptional service standards, operational efficiency, and strong team morale. This role requires a dynamic, collaborative partnership with complementary strengths in hospitality management, operations, guest experience, logistics, and financial oversight.

This is a permanent position based in the Lower Zambezi, ideally suited to an experienced couple with a proven track record of managing high-end lodges or camps in remote settings.

### Key Responsibilities and Duties:

#### 1. Strategic Leadership & Multi-Property Oversight

- Lead operations across three Time + Tide properties in the Lower Zambezi, ensuring consistent service excellence and operational efficiency.
- Translate company vision and strategy into actionable regional plans.
- Provide clear leadership, mentorship, and oversight to Camp Managers and departmental heads.
- Foster cohesive teamwork and alignment across all sites.

#### 2. Guest Experience & Brand Standards

- Champion the Time + Tide guest experience across all properties, ensuring every stay is personalised, authentic, and exceptional.
- Maintain a visible and engaging presence with guests, personally hosting and supporting team interactions.
- Ensure all feedback and guest concerns are addressed promptly and effectively.

- Drive innovation in guest activities and experiences that reflect the Lower Zambezi's unique sense of place.

### **3. Operational Excellence & Logistics**

- Oversee daily camp operations, ensuring adherence to Time + Tide standards and Standard Operating Procedures (SOPs).
- Coordinate logistics, procurement, and supply chain management to support seamless camp operations.
- Ensure maintenance schedules, transportation, and communication systems function efficiently across all sites.

### **4. Team Leadership & Development**

- Build and nurture a high-performing, motivated, and cohesive team culture across properties.
- Identify and develop emerging talent, providing regular coaching, feedback, and training.
- Promote a culture of respect, inclusion, and empowerment that reflects Time + Tide's values.

### **5. Financial & Administrative Management**

- Manage regional budgets, cost controls, and financial reporting with accountability for all camp expenditures.
- Oversee inventory, procurement, and payroll processes to ensure compliance and transparency.
- Collaborate with the finance team to ensure accuracy and timeliness of reporting.

### **6. Asset Management & Maintenance**

- Ensure the care, maintenance, and longevity of infrastructure, vehicles, and systems across all properties.
- Oversee capital expenditure projects and long-term maintenance planning.
- Maintain compliance with safety, technical, and environmental standards.

### **7. Health, Safety & Compliance**

- Enforce all safety, health, and legal compliance standards across the region.
- Oversee emergency preparedness procedures and ensure all staff are adequately trained.
- Maintain internal audit standards and operational risk management practices.

### **8. Sustainability & Community Engagement**

- Champion Time + Tide's sustainability commitments and environmental practices.
- Support community engagement initiatives and foster positive relationships with local stakeholders.
- Promote awareness of the Time + Tide Foundation among guests and staff.

### **Experience and Qualifications:**

- Minimum 5 years' senior management experience in senior camp management role, ideally in remote, multi-property operations.
- Proven track record in team leadership, operational management, and guest relations.
- Financial acumen with demonstrated experience in budget management and reporting.
- Strong logistical and organisational skills with the ability to operate in remote locations.
- Excellent interpersonal and communication abilities.
- Genuine passion for nature, people, and delivering meaningful guest experiences.

Please submit your application to our Head of People and Culture at

[people@timeandtideafrica.com](mailto:people@timeandtideafrica.com)