

Job Title	Deputy Lodge Manager
Location	Thakadu River Camp, Madikwe Game Reserve
Objective	The Deputy Lodge Manager supports the Lodge Manager in overseeing the daily operations of the lodge, ensuring exceptional guest experiences, effective team management, and the smooth running of all departments. The role requires strong leadership, operational oversight, and a passion for hospitality.
Key Areas	1. Guest Experience & Service Excellence • Ensure guests receive exceptional service throughout their stay. • Handle guest queries, feedback, and complaints professionally and efficiently. • Maintain high standards of hospitality and attention to detail. 2. Operational Management • Assist in managing day-to-day lodge operations across all departments including front-of-house, housekeeping, food and beverage, and maintenance. • Ensure operational procedures and service standards are consistently maintained. • Support the Lodge Manager with administrative duties and operational reporting. 3. Staff Supervision & Development • Supervise lodge staff and ensure duties are performed efficiently. • Assist with staff training, mentoring, and performance management. • Promote teamwork and a positive working environment. 4. Financial & Stock Control • Assist with stock control, procurement, and inventory management. • Monitor operational costs and ensure efficient use of resources. • Support budgeting and cost management processes. 5. Health, Safety & Compliance • Ensure compliance with health, safety, and hygiene standards. • Maintain lodge safety procedures and ensure staff adherence to policies.



Minimum Requirements	Competencies
• Matric / Grade 12 • Diploma or Degree in Hospitality Management, Tourism, or a related field. • Minimum 3–5 years' experience in lodge or hospitality operations. • Previous supervisory or management experience in a lodge or hotel environment. • Strong knowledge of hospitality service standards. • Computer literacy including reservations systems and Microsoft Office. • Valid driver's licence (advantageous). • Ability to work flexible hours, including weekends and public holidays.	• Leadership and team management • Excellent guest service orientation • Strong communication and interpersonal skills • Problem-solving and decision-making ability • Attention to detail and quality focus • Organisational and time management skills • Financial awareness and stock management • Ability to perform well under pressure
Please take note of the following before applying: • Do not send your CV / apply if you do not meet the minimum requirements • Only candidates that meet the above requirements will be contacted • Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful. • Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan Please submit your updated CV at Sebolao Tribal Office on or before 17 July 2026	