

Job Title	Housekeeping Manager
Location	Thakadu River Camp, Madikwe Game Reserve
Objective	The Housekeeping Manager is responsible for overseeing the housekeeping department to ensure that guest rooms, public areas, and back-of-house facilities are maintained to the highest standards of cleanliness, hygiene, and presentation. The role requires strong leadership, organisational skills, and a commitment to delivering exceptional guest experiences.
Key Areas	1. Department Management - Plan, organise, and supervise daily housekeeping operations. - Ensure all rooms, public areas, and facilities meet established cleanliness and presentation standards. - Monitor workflow and assign duties effectively to housekeeping staff. 2. Staff Supervision & Development - Lead, train, and mentor housekeeping staff, including room attendants and supervisors. - Conduct performance reviews and provide ongoing coaching. - Promote a positive, productive, and professional work environment. 3. Quality Control - Conduct regular inspections of rooms and public areas. - Ensure compliance with hygiene, safety, and sanitation standards. - Implement and monitor housekeeping policies and procedures. 4. Inventory & Supplies Management - Maintain housekeeping inventory, including cleaning supplies, linens, and amenities. - Assist with procurement and stock control to ensure efficient department operation. - Minimise waste while maintaining quality standards. 5. Health, Safety & Compliance - Ensure adherence to health, safety, and hygiene regulations. - Maintain a safe working environment for staff and guests. - Report any maintenance or safety issues to management promptly.

6. Guest Experience

- Respond to guest requests and complaints related to housekeeping efficiently and professionally.
- Maintain high standards to enhance the guest experience and satisfaction.

Minimum Requirements

- Matric / Grade 12
- Diploma or qualification in Hospitality Management, Housekeeping, or related field (advantageous).
- Minimum 3–5 years' experience in housekeeping management in a lodge, hotel, or resort.
- Proven experience in staff supervision, training, and scheduling.
- Strong knowledge of cleaning techniques, hygiene standards, and inventory management.
- Excellent organisational, leadership, and communication skills.
- Ability to work flexible hours, including weekends and public holidays.

Competencies

- Strong leadership and team management skills
- Excellent attention to detail and quality standards
- Good problem-solving and decision-making abilities
- Strong organisation and time management skills
- High guest service orientation
- Ability to work under pressure and manage multiple tasks
- Effective communication and interpersonal skills

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**