



SAFARISTAFF INTERNATIONAL
training & recruitment solutions

JOB DESCRIPTION

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| Job Title | Operations Manager |
| Department | Operations Department |
| Reports to | Directors |
| Direct Reports | Camp Managers, Executive Chef, Operations Drivers, Operations Assistant |

Purpose

Overseeing overall operations of all camps (excluding maintenance) including procurement and supplies from head office. Responsible for ensuring the smooth and cost effective operations of the Safari Camps in its several camps located in various areas.

Main Job Tasks and Responsibilities

- Responsible for all aspects of human resource and administration for camp staff
- Updating operating policies and manuals for Camp Managers, Chefs, Drivers and Guides and ensuring they are adhered to.
- Overseeing overall cost structure of the various camps.
- Overseeing procurement and supply for all camps.
- Developing systems within the Camps to help monitor cost, improve controls and prevent pilferage.
- Ensuring all statutory requirements are met including arranging for audits and renewal of licenses.
- Researching, formulating and installing eco-friendly solutions for all camps.
- Finding cost effective solutions to improve appearance of camps.
- Liaise with the maintenance manager to ensure all operating equipment is in good working order and replacing when required.
- Reviewing camp costs on a daily and monthly basis to ensure budgets are adhered to and identify problem areas as well as determining solutions.
- Overseeing overall quality of guests experience including food quality from source to plate, which involves visiting suppliers to ensure purchase of quality products, continuous training of kitchen, wait staff and housekeeping staff, as well as continuously researching trends.
- Working closely with the Marketing and Corporate Social Responsibility Departments on CSR projects and Eco-tourism related projects to further the company's profile.
- Scheduling Camp Managers off days, Executive Chef, Relief Manager and all other roving staff rotational schedules.
- Ensure all staff details are completed before new staff arrive: accommodation, uniform, contract, job description etc and that payroll is informed in time.
- Ensure that the Camp SOP's are available for all HOD's and staff
- Visit 2 camps per week and each camp at least once per month

Duties:**On visit to camps;**

- Walk through entire camp with the camp manager, including the back end, to ensure standards are maintained – feedback where necessary
- Meeting with Camp Managers to discuss operational issues
- Weekly planning – training opportunities, staff exchanges, making use of quiet times etc
- Spot check turnovers and give feedback to Camp Manager
- Do detailed room checks with room stewards and camp manager in order to ensure it is up to the standards
- Ensure that all camp managers are familiar with the housekeeping standards.
- Ensure that training occurs in the housekeeping department, looking at skills development.
- Ensure that all camp managers are familiar with the Kitchen standards.
- Spot check meals and give feedback

Other duties related to Kitchen standards

- Work with the Executive Chef on ensuring the company is aligning with trends
- Ensure menus are costed and fall within the safari camps budget
- Ensure 7 day menus are being followed and reviewed seasonally
- Ensure guest feedback is responded to regarding food requirements
- Ensure all camps get their orders in on time
- Work with the procurement department to ensure all items ordered are delivered to camps in a timely manner
- Work with Camp Managers and Executive Chef to determine re-ordering levels
- Constantly price check and do supplier comparisons
- Check quality of products supplied to camps

Staff Welfare

- Focus on building the “Team”
- Assist in organizing year end X-mas celebrations in camp.
- Continuously update the annual training calendar for the camps and arrange for external training when required.
- Ensure that all training sessions are recorded and sent to HR at month end
- Ensure that areas of weakness that are identified are remedied with training
- Ensure succession planning of key personnel are on track
- Participate in disciplinary procedures

Recurrent duties;

- Work with Camp Managers on new ideas for service breakthroughs
- Review guest comments and see what improvements can be made
- Spot check that stock sheets have been updated
- Check on weekly and monthly order lists
- Ensure stock sheets are updated as and when prices change
- Ensure stock control systems are in place
- Ensure stores are neatly packed and organized
- Ensure stocktakes happen accurately and on time.
- Compile monthly cost of sales analysis.

- Ensure that all month end procedures run smoothly and effectively – e.g. arrange assistance with stock takes, investigate irregularities/variances, etc
- Sending through all the required documentation to Accountant

Yearly:

- Complete performance reviews and set key performance indicators for staff in operations.

Academic and Trade Qualifications

- Over 5 years progressive hands on experience in a similar role in the hospitality industry handling non-resident clients.
- Over 5 years experience in a senior role at a 3 or 5 star hotel with a tented camp will be an added advantage.
- Over 5 years all round departmental experience within a 3 or 5 star hotel in a senior role is an added advantage.

Personal Qualities and Behavioral Attributes

- Extremely organized with ability to multi task and respond quickly to emergencies.
- Good oral and written communication skills with ability to use technology
- Ability to work as part of a team
- Focus on ensuring clients are looked after as a key priority regardless of the time
- Positive attitude towards clients, fellow team members, agents and suppliers
- Punctuality in regards to reporting time and work deadlines
- Self motivated and able to work independently
- Good supervisory and management skills with ability to think analytically and work under pressure.
- Highly developed interpersonal skills and able to communicate with people from all walks of life.
- Good report writing and presentation skills on Excel, Word, Tour plan, PowerPoint and other platforms.
- Pleasant and likeable with a good outgoing personality.

Key Performance Indicators

1. Service Standards in the following areas:
 - Food&Beverage
 - House keeping
 - Guest game experience
 - Security
2. Cost Control
 - Food Cost
 - Beverage Cost
 - Procurement of goods and services
3. Legislation
 - Timely acquisition of all operating licenses and permits.

- Health and Safety standards and licensing including OSHA
4. Staff Administration
- Recruitment of operation staff
 - Appraisal of operation staff
 - Leave administration
 - Obtaining required licenses for operations staff e.g. medical permits, driver guides passes
 - Staff grievances
 - Preparing and updating job descriptions for operations staff
 - Managing the disciplinary process

Reporting

- Daily individual camp activity report
- Written report after each camp visit with items to action inclusive of timelines and person responsible, to be copied to the directors
- Monthly analysis of income & cost statement for food and beverage. This is to be presented to the directors with an analysis highlighting areas above budget and reasons why. This is prepared by the Accountant for analysis by the Operations Manager
- Monthly analysis of the camp activity. This is prepared by the individual camp managers every month and compiled and consolidated by the Operations Manager
- Quarterly update on camp licenses and permits
- Monthly update on leave balances. This is prepared by the individual camp managers and operations assistant for final analysis by the Operations Manager

