



SAFARISTAFF INTERNATIONAL
training & recruitment solutions

Tourism Management Positions

Context

The Trust has a long-running co-management agreement with Zambia's Department of National Parks and Wildlife (DNPW) in which the Trust has been mandated to provide all tourism services within the Kasanka National Park.

The Trust's motto is **"Tourism for Conservation"**. Our tourism business operates as a social enterprise, with all income after expenses reinvested into the management and development of the Kasanka National Park and surrounding areas. The Trust currently operates two lodges the Kasanka Conservation Centre (primarily for school groups), a seasonal tented camp (Kapabi) and several campsites within the park. Income from these facilities is vital for the financial sustainability of the Trust and of Kasanka National Park.

Kasanka is located in Central Province and acts as a gateway to the "Northern Circuit". The main tourism season is centred around the annual migration of about 10 million straw-coloured fruit bats from October to December, thought to be the largest mammal migration and highest concentration of mammals on Earth. Kasanka also boasts 479 bird species, the second highest number of species recorded in all of Zambia's Important Bird Areas. Other nearby tourism attractions include the Bangweulu Wetlands and Livingstone Memorial.

In 2019 the Trust received a substantial grant from the French Facility for Global Environment (FFEM), a significant part of which is intended to upgrade tourism infrastructure in the park. Upgrades were started in 2019 with two new chalets constructed at Wasa Lodge and numerous other smaller improvements.

With funding from FFEM and the Private Enterprise Programme Zambia (PEPZ), the consulting firm Conservation Capital were recruited to prepare a tourism business plan for Kasanka National Park. In the next 5 years the Trust intends to significantly increase its impact and sustainability by scaling up tourism both in quantity and quality. To this effect, the Trust is looking for a professional tourism management couple to help us grow the tourism business, year-round, and outside of the bat season.

Position, Location and Reporting

The Trust is looking for a permanent Tourism Management couple to fill two full-time positions, based at the Trust headquarters at Wasa Lodge in the Kasanka National Park. The managers would report to the Trust's General Manager.

Qualifications

Required qualifications

1. At least 5 years' experience in hotel/lodge management
2. At least 3 years' experience in basic infrastructure maintenance and development (building, electrics, plumbing) and vehicle mechanics
3. Excellent guest relation and staff management skills
4. IT software: Proficiency with the mainstream software of Microsoft Office and with booking systems
5. Language: Excellent written and spoken English, spoken Bemba advantageous

Optional but Desired Skills, Qualifications or Experience

1. Higher education degree or diploma in travel and tourism or similar subjects
2. Practical experience in managing a hotel/lodge in remote African areas
3. Hands-on approach to maintenance of infrastructure
4. Be out-going with great interpersonal skills
5. Have strong organisational and planning skills
6. Have an eye for detail and creativity, for creating a welcoming lodge environment and a unique guest experience
7. Be resourceful and adaptable in this remote destination

Important Additional Requirements

1. Willingness to live in a remote area with limited access to amenities
2. Willingness to work in a team and to carry out supporting duties outside of the normal job description as and when requested by management to ensure effective operations

Key competencies

1. Integrity: Upholds high moral standards, personally and professionally
2. Teamwork: Co-operates with others in order to meet organisational targets
3. Flexibility: Receptive to new ideas, able to adapt to changing circumstances

Job description

Scope of work

The main objective of these roles is to develop, manage and promote all tourism within the park, develop community-based tourism attractions in surrounding areas, and increase linkages with the "Northern Circuit". Suitable candidates will be expected to take ownership of these roles and be driven to take tourism in Kasanka and the region to new heights.

Core responsibilities

- 1) Administration, bookings and marketing
 - a) Develop and manage tourism work plans, budgets and pricing structures
 - b) Work with the finance team to monitor tourism income and expenditure to maximise profitability of the business
 - c) Manage local Zambian, camping and group bookings (schools, Peace Corps etc.) - and work closely with Hidden Gems (ex-Wildman Safaris) on international bookings until December 2020.

- d) Work closely with Kasanka's Fundraising, Communications and Marketing Officer on all domestic marketing and with - Hidden Gems (ex-Wildman Safaris) on international marketing until December 2020.
 - e) Lead the tendering and selection process for tourism concessions in the park and work closely with concessionaires to establish productive relationships
 - f) Provide bi-monthly updates and communications materials to the Fundraising, Communications and Marketing Officer for social media and newsletters
 - g) Prepare quarterly reports for the General Manager and Board of Directors
- 2) Management and operations
- a) Design, develop and introduce new and unique tourism products/activities to attract visitors to Kasanka throughout the year, e.g. walking trails, mountain bike trails, canoe safaris.
 - b) Organise and host the Kasanka Cycle Challenge and other events.
 - c) Manage all tourism staff stationed at the lodges and campsites in the park
 - d) Organise and oversee regular internal and external staff training in all main areas: guiding, front office, kitchen, waiting and housekeeping
 - e) Oversee tourism stores (food and equipment stores) including planning, budgeting, procurement, stock management etc.
 - f) Regularly check and ensure high standards of furnishing and accessories in rooms and lodges
 - g) Develop and plan menus together with chefs and ensure high food standards
 - h) Meet, greet and interact with guests to plan their activities and ensure they enjoy their visit to Kasanka
 - i) Work with the Fundraising, Communications and Marketing Officer to develop and maintain the gift shop at Wasa Lodge and to implement an online store of Kasanka Merchandise
- 3) Infrastructure maintenance and development
- a) Oversee the maintenance of all existing tourism infrastructure including lodges, campsites and bat viewing platforms
 - b) Oversee the construction of new tourism infrastructure and the establishment of seasonal or temporary bush camps
 - c) Assist with repairs and maintenance of vehicles and other tourism equipment such as boats, bicycles and canoes
 - d) Keep up-to-date maps for internal and external purposes (GIS/road/bat hides/ tourism)
 - e) Work with the Fundraising, Communications and Marketing Officer on funding of needed upgrades & new infrastructure
- 4) General
- a) Team contribution: Participate in the general management of the park when required or requested by General Manager
 - b) Fundraising: Assist the Fundraising, Communications and Marketing Officer in identifying fundraising needs and providing specific, detailed input toward fundraising proposals related to tourism.
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