



We provide the destinations of choice for tourism in Africa

EXTERNAL VACANCY

Namibia Wildlife Resorts Limited (NWR) is a public enterprise established through an Act of Parliament, the Namibia Wildlife Resorts Company Act, 1998 (No. 3 of 1998), with the mandate to manage tourism facilities within the protected areas and national parks.

Job Title: Senior Manager Operations

Duty Station: Head Office

Primary Purpose of this Position

The purpose of this job is to oversee and manage the daily operational functions of the resorts at Namibia Wildlife Resorts (NWR), ensuring operational efficiency, optimised resource utilization, and customer satisfaction.

Requirements

- A relevant postgraduate degree in Business Administration, Hospitality Management, or a related field at NQF Level 8.
- Strong technical understanding of operations management and hospitality industry practices.
- High level of confidence in communication and interpersonal skills
- Be people-oriented and result-driven.
- Customer Service Skills.
- Financial Management Skills.
- Team and Time Management Skills.
- Decision-making Skills.
- Flexibility and willingness to occasionally travel
- Knowledge of relevant Namibian legislation related to the hospitality and tourism industry.
- Knowledge of sustainable practices and environmental management.
- Valid driver's license

Minimum Experience Required:

5 years of working experience, of which 2 years should be in a senior leadership role.

+264 61 285 7144 Enquiries: Ms Elsa Porfirio @ EPorfirio@nwr.com.na www.nwr.com.na Private Bag 13378, Windhoek, Namibia

Directors: Ambassador H. /Urib (Chairperson), Dr. B.Tjizumaue (Deputy Chairperson),
C. Coetzee, Dr E.Kavita, S. Januarie, Z.Y.Nambahu, I Awene
Dr M. M. Ngwangwama (Managing Director)
E.Porfirio (Company Secretary)

Key Performance Areas

- Directs operational leadership to unlock efficiencies and enhance the sustainability of resorts.
- Conducts ongoing analysis of resort performance metrics, including profitability of resorts and services, reservation figures, and support provided.
- Prepares comprehensive reports on performance against budget and operational targets
- Creates, oversees, and adjusts the operations budget to ensure financial stability and alignment with operational objectives.
- Improve team effectiveness and productivity by implementing performance management processes, including regular feedback and evaluations.
- Develops, implements, and reviews operational policies and procedures to ensure they meet industry standards and regulatory requirements.
- Oversees the effective management and operational soundness of all camps and facilities, ensuring they meet company standards.
- Provides direction and guidance to Resort Managers, ensuring their performance aligns with organisational goals.
- Supervises the implementation of inventory and stock-taking policies, addressing any issues or discrepancies swiftly
- Conducts regular inspections and audits of facilities to ensure operational efficiency and effectiveness.
- Ensure that a robust customer service framework is developed, and implemented and continuous improvement mechanisms are implemented across the resorts' footprint.
- Collaborates with departments such as IT, procurement, and logistics to identify and resolve ongoing operational challenges that impact customer service
- Establishes and maintains high standards for customer service across all interactions and ensures that all team members are trained and adhere to these standards to provide consistent and exceptional service.
- Monitors expenses, revenues, and financial performance, making necessary adjustments to stay within budget.
- Oversees the execution of financial activities by delegated authority to fund operations and enhance efficiency.
- Conduct regular performance evaluations and provide constructive feedback to team members.
- Develop and implement strategies for effective workforce planning and talent management.

Additional Information

Preference will be given to Namibian citizens and designated persons as prescribed by the Namibian Affirmative Action Act.

For the application to be valid, a submission must be made within the stated deadline and comprise the following:

- A cover letter providing a detailed motivation for the position, signed by the applicant.
- An updated detailed curriculum vitae, including at least two (2) professional references.
- Certified copies of the highest academic qualifications attained.
- Foreign qualifications must be evaluated by the Namibian Qualification Authority (NQA), and proof of qualification evaluation should be attached.
- Certified copies of Identity Documents and all other supporting documents.
- Code of Conduct from the Namibian Police not older than six (6) months.

Shortlisted candidates will be subjected to psychometric testing and all appointments will be vetted in line with NWR Policies.

Scan this code or access the link below to view on-line applications via the recruitment portal.

<https://foresight.visions.com.na/>

In terms of the Affirmative Action (Employment) Act 29 of 1998, people from designated group and persons with disabilities who meet the prescribed advertised requirements are encouraged to apply.

Only short-listed candidates will be contacted, and no documents will be returned to applicants. Applicants can assume that their application was unsuccessful if not contacted for an interview within two (2) months after the closing date.

CLOSING DATE: 25 September 2024 AT 17:00