

# GREAT PLAINS

CONSERVING AND EXPANDING NATURAL HABITATS



At Great Plains, we are proud to represent our camps and Botswana to guests from all over the world. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all. We are looking for a highly motivated, energetic and dedicated individual with a passion and proven experience in the hospitality industry. The applicant will be bush based and should be prepared to travel from their base from time to time.

## Duba Concession Manager: Botswana

**Job Title:** Duba Concession Manager  
**Reports To:** Regional Operations Manager  
**Function:** Operations  
**Location:** Botswana

### PURPOSE OF THE JOB:

The Duba Concession Manager is responsible to retain, motivate and develop their team as well as maintain a high level of asset control. They will be expected to drive the success of the concession through delivering exceptional service to all guests. They will ensure the profitability of the concession and drive all guest services through effective management, communication and best environmental practices with their team to attain a unique guest experience. This position will be responsible for supporting Sitatunga Private Island Camp.

### Key Areas of Responsibility

- The role involves cooperation and coordination with other administrative staff within the executive management team as well as the rest of the company.
  - Overall efficient operation and management of the camps— including all front of house, and back of house functions.
  - Focusing on guest welfare and ensuring that their experience/stay at the individual camps exceeds expectations.
  - Operating according to and in compliance with Great Plains Conservation standards of operations, company policies and procedures, and GPC code of conduct.
  - Procurement: monitoring and controlling resources and overseeing the spending of funds.
  - Managing of concession roads through identifying suitable sites for new roads, rehabilitating existing roads and closing off old unused roads.
  - Vehicles/Fleet management including all boats and solar plants.
  - Maintenance/Building management for all camps within the concession area by practising effective preventative maintenance methods.
  - Manages any construction projects intended for the development of the concession by consistently liaising with the operations management team for updates and support to ensure completeness within the set time frame.
  - Environmental responsibilities including but not limited to ensuring that all relevant parties adhere to the environmental minimum standards of GPC and also represents the company with relevant DWNP, BDF and any other Government departments.
  - Assist Great Plains Foundation teams deployed in the concession when and where needed.
  - Staff Management; ensures that Camp General Managers comply to all prescribed HR and business practices to maintain order and professionalism within the concession.
- NB:** This is not an exhaustive list of responsibilities.

### REQUIREMENTS

- A tertiary qualification in hospitality and or business management studies.
- Minimum of 5 years of management experience in the related field.
- Proven experience in managing multiple properties, assets and staff compliment in remote locations.
- Proven leadership skills, specifically in managing diverse management teams.
- Proven record of outstanding staff relations.

### COMPETENCIES

- Passion for ecotourism.
- Customer service focused.
- Sales and target driven.
- Eye for detail.
- Commercial awareness.
- Excellent communication, organisation and planning skills.
- Deadline and results orientated.
- Motivator.

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: **Duba Concession Manager**.

To: [opportunities@greatplainsconservation.com](mailto:opportunities@greatplainsconservation.com)

## Duba Concession Manageress: Botswana

**Job Title:** Duba Concession Manageress  
**Reports To:** Regional Operations Manager  
**Function:** Operations  
**Location:** Botswana

### PURPOSE OF THE JOB:

The purpose of the job is to serve the needs of the business by managing the effectiveness of the day-to-day cap operation, coordinating all operations of the camp and by being a key point of contact for guest interaction at the camp.

### Key Areas of Responsibility

- Oversee concession operations by working closely with camp managers
  - Ensure company goals and objectives are achieved by guiding camp managers
  - Assist camps with guests issues
  - Assist camps with special guests requests e.g, kosher, weddings, etc.
  - Effective administration of systems and assist camp management to ensure these are implemented
  - Assist with operational budgets yearly and monitor during the year each camps performance
  - Responsible for monthly reporting
  - Approve/adjust all orders other than maintenance and vehicle orders
  - Ensure quality of goods coming in to camp is reported on regularly by camp management team
  - Standard management of camp softs and decor
  - Work with operations team to ensure implementation of company policies and procedures
  - Liaise with purchasing manager to ensure items are prioritized to come out to the concessions correctly
  - Ensure all recording of stock movement done on time and correctly
  - Assist with ensuring the staff canteen run smoothly with focus on minimising wastage and clean hygienic kitchen standards
- NB:** This is not an exhaustive list of responsibilities.

### REQUIREMENTS

- A tertiary qualification in hospitality and or business management studies.
- Minimum of 5 years of management experience in the related field.
- Proven experience in managing multiple properties, assets and staff compliment in remote locations.
- Proven leadership skills, specifically in managing diverse management teams.
- Proven record of outstanding staff relations.

### COMPETENCIES

- Passion for ecotourism.
- Customer service focused.
- Sales and target driven.
- Eye for detail.
- Commercial awareness.
- Excellent communication, organisation and planning skills.
- Deadline and results orientated.
- Motivator.

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: **Duba Concession Manager**.

To: [opportunities@greatplainsconservation.com](mailto:opportunities@greatplainsconservation.com)

## Executive Chef: Botswana

**Job Title:** Executive Chef  
**Reports To:** Camp Manager  
**Function:** Chef  
**Location:** Botswana

### PURPOSE OF THE JOB:

The purpose of the job is to serve the needs of the business, our guests and our colleagues by administering the day-to-day operations of meal service in the camp

### Key Areas of Responsibility

- Discuss daily food cost reports with key kitchen and F&B team members.
  - Review weekly and monthly schedules to meet forecast and budget.
  - Attend the daily morning meetings and other administrative sessions.
  - Ensures disciplinary procedures and documentation are completed according to hotel Operational Standard and Management Policy
  - Trains, develops and motivates supervisors and culinary staff to meet and exceed established food preparation standards on a consistent basis.
  - Teaches preparation according to well defined recipes and follows up and discusses ways of constantly improving the cuisine at the property.
  - Identifies the developmental needs of kitchen staffs and provide coaching, mentoring, and also helping them to improve their knowledge or skills.
  - Trains kitchen associates on the fundamentals of good cooking and excellent plate presentations. Also interview and hire new applicants for kitchen.
- NB:** This is not an exhaustive list of responsibilities.

### REQUIREMENTS

- A tertiary qualification in culinary arts or hospitality.
- Minimum of 4-5 years previous experience as an Executive Chef
- Customer Service driven with outstanding communication skills.
- Ability to work as a team as well as independently.
- Proven record of outstanding staff relations.

### COMPETENCIES

- Passion for ecotourism.
- Customer service focused.
- Sales and target driven.
- Eye for detail.
- Commercial awareness.
- Excellent communication, organisation and planning skills.
- Deadline and results orientated.
- Motivator.

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: **Executive Chef**.

To: [opportunities@greatplainsconservation.com](mailto:opportunities@greatplainsconservation.com)

## Food & Beverages Development Manager: Botswana

**Job Title:** Food & Beverages Development Manager  
**Reports To:** Regional Operations Manager  
**Function:** Operations and Standards Monitoring  
**Location:** Botswana

### PURPOSE OF THE JOB:

The Food & Beverages Development Manager is responsible to manage the standards across all the camps to ensure that our service levels as well as Food and Beverage offering is consistently delivered. Assess and identify training requirements within the department and conduct necessary training.

### Key Areas of Responsibility

- Monitoring guest and staff consumption through developing effective stock management systems.
- Responsible for classifying beverage offering for Reserve Camps and Explorer Camps.
- In house training for managers and staff and development of relevant training materials.
- Creating awareness on correct equipment use.
- Facilitating external training for equipment and product knowledge on specific Food & Beverages services.
- Development and monitoring of effective stock management methods.
- Housekeeping and Front of House service standard development.
- Creating an annual plan for guest experience enhancement events.
- Market share analysis for industry related consumables.

- Enhancement of GPC meet and greet airport services.
  - Being a GPC ambassador for external stakeholder.
  - Maintaining service standards according to current industry trends.
  - Camp management relief.
  - Understanding of international service standards to ensure association with international associations met eg Relais & Chataux
- NB:** This is not an exhaustive list of responsibilities.

### REQUIREMENTS

- Tertiary qualification in Hospitality/Cookery/Food Service or equivalent.
- Proven management experience in the hospitality field under Food and Beverages/Restaurant/ Kitchen for a minimum of 5 years.
- Proven experience in managing multiple assets and high staff compliment in remote locations.
- Proven record of outstanding staff relations.

### COMPETENCIES

- Service excellence (Desire to enhance Guest Experience).
- Excellent communication, organisation and planning skills.
- Attention to detail.
- Ability to work long hours.
- Time Management.
- Leadership by example.
- Passion for ecotourism.
- Commercial awareness.
- Deadline and results orientated.
- Motivator.

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: **Food & Beverages Development Manager**.

To: [opportunities@greatplainsconservation.com](mailto:opportunities@greatplainsconservation.com)

## Haulage/Transportation Supervisor: Botswana

**Job Title:** Haulage/Transportation Supervisor  
**Reports To:** Operations Manager  
**Function:** Transportation  
**Location:** Botswana

### PURPOSE OF THE JOB

To manage, plan, coordinate and general oversight of transport related tasks to ensure successful accomplishment of the work set. You are expected to achieve this all the while meeting regulation and legal requirements for road haulage and contributing to the actualisation of The Great Plains service mandate.

### Key Areas of Responsibility

- Ensure implementation of day-to-day activities of transportation
- Ensure that any trip into concession or Village/Town is done as efficiently as possible without any negligence.
- Ensure the truck is well maintained.
- Ensure all licences and necessary permits are valid and up to date.
- Supervise workloads, schedule, tasks and other related functions.
- Maintain and manage all databases relating to transportation activities.
- Handle delivery, loading and unloading procedures and protocols.
- Initiate cost efficiency measures in transportation operations.
- Implement environmental laws, procedures and processes.
- Build internal and external customer relationships.
- Manage, supervise and monitor fleet operations.
- To ensure that all company rules and regulations are strictly adhered to.
- Providing on-the-job training to subordinate.

### REQUIREMENTS

- A relevant tertiary qualification
- A National Certificate in Motor Vehicle Mechanics
- Minimum 5-8 years experience in Transport, Supply, Logistics and Planning management in Hospitality and Tourism industry.
- A valid driver's license
- Qualification in motor vehicle mechanics

### COMPETENCIES

- Passion for ecotourism.
- Customer service focused.
- Contract management
- Performance monitoring and reporting
- Manage, coordinate and monitor internal customer and travel operations
- Compliance to transport standards, best practices and legislation
- Maintenance management
- Continuous process improvement
- Transport HSSEQ management
- Oversight of Bulk Vehicle Oversight (BVO) Training

Interested applicants should email a cover letter and updated CV to the below listed email addresses. The subject heading of the email should be written as: **Haulage/Transportation Supervisor**

To: [opportunities@greatplainsconservation.com](mailto:opportunities@greatplainsconservation.com)

The remuneration package will be offered according to experience and qualifications of the successful candidate.

We do not accept hand deliveries.

**Closing Date: 22 January 2024 @ 17h00.**

**PLEASE NOTE, DUE TO THE HIGH VOLUMES OF APPLICATIONS ONLY THOSE WHO ARE SHORTLISTED WILL BE CONTACTED.**