



Career Opportunity

JOB TITLE: RELIEF LODGE MANAGER **DEPARTMENT: TOURISM**

The Relief Lodge Manager is responsible for the overall leadership, operational performance, and guest experience of the lodge. This ensures the lodge operates safely, efficiently, and in line with reserve standards while delivering consistently high-quality safari guest experience. The Lodge Manager provides strategic oversight, leads the lodge team, manages operational risks, and ensures compliance with company policies and procedures.

Location: Ongava Game Reserve

Reports To: General Manager: Tourism

Employment Type: Full-time

The responsibilities of this position include but are not limited to the following:

Duties and Responsibilities:

- Oversee all lodge operations including guest services, front of house, housekeeping, food & beverage, guiding coordination, and maintenance.
- Ensure seamless coordination between departments.
- Maintain operational readiness and efficiency.
- Ensure consistently high guest satisfaction.
- Oversee guest arrivals, departures, and activity coordination.
- Manage guest recovery when required.
- Staff Leadership and Development.
- Conduct performance management, coaching, and disciplinary processes.
- Maintain a motivated and professional team environment.
- Monitor operational costs, stock control, and resource allocation.
- Ensure compliance with SOPs, safety standards, and wildlife protocols.
- Manage incidents, complaints, and emergencies professionally.
- Ensure lodge safety and risk mitigation measures are in place.
- Provide operational updates and reports to senior management.
- Ensure accurate communication across lodge departments.
- Follow any other reasonable instruction provided by person in authority.

Requirements:

- Grade 12 or Equivalent
- Minimum 5 years' experience in lodge or Tourism management
- Experience in remote safari lodge operations
- Proven leadership in Tourism environments
- Tourism qualification
- Valid Driver's License

How to Apply:

Interested candidates who meet the above application criteria are requested to apply for this vacancy by sending an updated CV, motivational letter, qualifications to apply@ongava.com

Closing date: 28 July 2026 (only shortlisted candidates shall be contacted)

For any enquiries, please contact +264 (0) 83 370 9775

Ongava Game Reserve (Pty) Ltd is an Equal Opportunity Employer.