



Career Opportunity

JOB TITLE: WELLNESS MANAGER **DEPARTMENT: TOURISM**

The Wellness Manager is responsible for the strategic development, management, and delivery of wellness services across lodge operations. The role ensures exceptional guest wellness experiences, promotes holistic wellbeing aligned with the Ongava brand, and integrates wellness offerings into the broader guest journey while maintaining high operational, service, and professional standards.

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:

- Develop and implement a wellness strategy aligned with brand and guest experience objectives.
- Design wellness offerings including spa treatments, fitness, mindfulness, and nature-based experiences
- Continuously innovate wellness programs to enhance guest satisfaction and differentiation
- Oversee daily operations of wellness facilities (spa, gym, treatment areas)
- Ensure high standards of hygiene, safety, and service delivery.
- Manage scheduling, resource allocation, and service efficiency.
- Ensure exceptional, personalised wellness experiences for guests.
- Integrate wellness into the broader guest journey (activities, cuisine, relaxation).
- Address and resolve guest feedback and wellness-related concerns.
- Manage wellness budgets, revenue targets, and cost control.
- Drive revenue through wellness packages, retail products, and services.
- Monitor performance metrics and optimize profitability.
- Recruit, train, and manage wellness staff (therapists, instructors).
- Promote staff wellbeing initiatives and a culture of health and balance.
- Ensure compliance with HR policies and professional standards.
- Collaborate with lodge management, chefs, and activity teams to integrate wellness offerings.
- Engage with external wellness partners, suppliers, and trainers where required.
- Align wellness initiatives with conservation and sustainability principles.

Requirements:

- Grade 12 or Equivalent
- Minimum 5 years' experience in wellness, spa, or hospitality management
- Formal qualification in wellness, health sciences, spa management, or related field
- Experience in luxury hospitality or lodge environment advantageous
- Valid driver's licence
- Experience working in remote environments preferred.

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.