

Vacancy at N/a'an Ku Sê Wildlife Experience – N.W.E. Sanctuary

An exciting and challenging opportunity is available for a **Volunteer Manager** to join our team. The successful incumbent will be based at the N/a'an Ku Sê Wildlife Sanctuary, Farm Frauenstein No. 277, Khomas District, Windhoek, Namibia.

Overview

The Volunteer Manager oversees all aspects of the volunteer experience — from recruitment and orientation to daily coordination, welfare, and performance. This role ensures that every volunteer contributes effectively to N/a'an ku sê's conservation, research, and community projects while enjoying a safe, structured, and rewarding stay. The Volunteer Manager acts as the link between the volunteers, operational teams, and management, upholding the organizations values of conservation, compassion, and professionalism.

Key Responsibilities (but not limited to):

Volunteer Coordination & Experience

- Oversee day-to-day management of all volunteers at the sanctuary, farm, and associated projects.
- Welcome new arrivals, conduct orientations, and introduce volunteers to key staff and safety protocols.
- Develop and maintain weekly activity schedules balancing operational needs and volunteer engagement.
- Coordinate rotations between departments (animal care, research, school, maintenance, etc.).
- Monitor volunteer satisfaction and address welfare issues promptly and professionally.
- Ensure all volunteers adhere to N/a'an ku sê's rules, code of conduct, and ethical standard

Administration & Logistics

- Oversee volunteer bookings in coordination with the CRO Reservations and Farm Bookings teams.
- Track arrivals, departures, transfers, and accommodation allocations (Farm Camp, Bush Camp, Neuras, etc.).
- Ensure volunteer data, payments, and documentation are accurately recorded and updated.
- Prepare weekly and monthly reports on volunteer numbers, occupancy, and trends.
- Manage uniforms, welcome packs, and other logistics related to volunteer onboarding.

Team Management

- Supervise and guide Volunteer Liaisons, Coordinators, and Support Staff.
- Conduct regular team meetings to ensure communication and consistency across shifts.
- Provide training and development opportunities to enhance service delivery and teamwork.
- Support performance evaluations and probation reviews for volunteer-facing staff.

Communication & Coordination

- Act as the primary liaison between volunteers, management, and project leaders.
- Work closely with Operations, Research, Education, and Hospitality teams to align volunteer schedules with project priorities.
- Provide feedback and suggestions to improve the volunteer program and guest experience.
- Represent the volunteer department in operations meetings and ExCo updates when required.

Health, Safety & Compliance

- Enforce adherence to health, safety, and welfare regulations on-site.
- Ensure emergency protocols, first aid procedures, and risk management measures are communicated to all volunteers.
- Report incidents or disciplinary matters to senior management immediately.

Program Development

- Continuously improve the volunteer program through new activities, educational experiences, and conservation engagement.
- Work with marketing and communications teams to highlight volunteer stories and success outcomes.
- Participate in sustainability and community initiatives that enhance N/a'an ku sê's social and environmental impact.

Essential Skills & Competencies:

- Strong leadership and interpersonal communication skills.
- Excellent organizational and multitasking abilities.
- Proficiency in administrative tools (Excel, Teams Planner, Semper or equivalent).
- High emotional intelligence and conflict resolution ability.
- Cultural sensitivity and experience working with international teams.
- Problem-solving mindset and flexibility in a dynamic environment.

Qualifications & Experience:

- Minimum 3–5 years' experience in volunteer operations, hospitality operations, or team supervision.
- Previous experience in conservation or wildlife-based environments highly advantageous.

Personal Attributes:

- Passionate about wildlife, people, and purpose-driven tourism.
- Empathetic, approachable, and professional in conduct.
- Strong sense of responsibility and integrity.
- Energetic, hands-on, and able to work under pressure and long hours when required.

Working Conditions:

- Based at N/a'an ku sê Farm with regular visits to project sites (e.g., Neuras, TimBila, Lianshulu).
- Flexibility required for weekends, holidays, and after-hours responsibilities.

Remuneration:

- A competitive salary package coherent to experience and qualification
- Accommodation is provided at the sites
- Membership of the Naankuse Medical Aid Group at own cost

Closing date for applications: 05 November 2025

To apply for this position, please follow the link or scan the QR code:

<https://forms.cloud.microsoft/r/iaiaAbE8Er>



Please note that we are an eco-friendly and paperless company, therefore hand-delivered CVs will not be accepted.

Only short-listed candidates will be contacted