

## **Vacancy at N/a'an Ku Sê Wildlife Experience – N/a'an Ku Sê Lodge**

An exciting and challenging opportunity is available for a Lodge Manager to join our team.

**Location:** N/a'an ku sê Wildlife Sanctuary, Farm Frauenstein No. 277, approximately 42 km east of Windhoek, Namibia.

**Closing date:** 30 October 2026

### **POSITION OVERVIEW**

The Lodge Manager will take ownership of the overall performance of N/a'an ku sê Lodge, balancing exceptional guest experiences with efficient operations, sound financial management and high standards of service. The role includes leading all lodge departments, managing budgets and staff, and ensuring compliance with health, safety and company standards. We are looking for a hands-on manager who does not simply oversee operations from an office, but is present on the floor, supports the team, engages with guests and ensures that operational challenges are followed through to resolution.

### **KEY RESPONSIBILITIES**

- Manage and coordinate the daily operations of front office, housekeeping, food and beverage, guest activities and supporting departments
- Ensure an exceptional guest experience from arrival to departure, interacting with guests and monitoring guest satisfaction
- Handle guest feedback, special requests and complaints promptly and professionally
- Uphold consistent standards of housekeeping, food quality, service delivery and cleanliness in line with company SOPs
- Lead, motivate, develop and manage all lodge staff, including recruitment, rostering, training and performance management
- Promote accountability, teamwork and a professional working environment, in line with company HR policies and labour legislation
- Prepare and manage the lodge budget, and report on revenue, expenditure and performance against targets
- Control operational expenditure, labour costs and overtime, and identify opportunities to improve profitability and reduce unnecessary costs
- Oversee stock management, stock accuracy, wastage prevention, supplier deliveries and compliance with procurement procedures
- Keep accurate records, ensure correct cash handling and reconciliations, and submit month-end and operational reports within required deadlines
- Ensure compliance with health and safety, food hygiene, licensing and tourism grading requirements
- Implement emergency, security and risk-management procedures for guests, staff and wildlife
- Maintain high property standards, follow up on maintenance issues and schedule repairs to buildings, vehicles, equipment and grounds proactively
- Coordinate special functions, events and guest activities to ensure seamless service delivery
- Work closely with reservations, sales, sanctuary and conservation teams to ensure smooth day-to-day operations
- Identify and implement improvements in efficiency, staff productivity and guest satisfaction

[www.naankuse.com](http://www.naankuse.com)

N/a'an ku sê Lodge & Wildlife Sanctuary | Utopia Boutique Hotel | Bush Camp | Neuras Wine and Wildlife Estate | Kanaan Desert Retreat | TimBila Safari Lodge  
TimBila Private Villa | TimBila Camp Namibia | TimBila Farmstead | Harnas Guest Farm | Rooster & Co. Restaurant | Lianshulu | Susuwe

**Change Makers for Sustainable Good In Africa**

Directors: Dr. Rudie van Vuuren / Marlice van Vuuren / Jan Verburg / Jannes Brandt

- Champion N/a'an ku sê's conservation and eco-friendly practices in all lodge operations
- Be available for after-hours, weekend, public holiday and standby duties as lodge operations require

### **QUALIFICATIONS AND REQUIREMENTS**

- Grade 12 certificate
- Diploma or degree in Hospitality Management, Tourism or a related field will be an added advantage
- Minimum of 5 years' experience in hospitality, including at least 3 years in a lodge or hotel management role
- Experience managing a lodge in a remote, wildlife or nature-based setting in Namibia or Southern Africa will be an added advantage
- Valid driver's licence
- Willing to reside on the property and work long, flexible hours in a remote, rural setting
- Namibian citizens and permanent residents are strongly encouraged to apply

### **SKILLS AND COMPETENCIES**

#### Technical Skills

- Sound financial management skills, including budgeting, labour cost and stock control, and reporting
- Strong knowledge of lodge operations, including front office, food and beverage and housekeeping
- Computer literacy in MS Office and property management/reservation systems
- Knowledge of health, safety and hygiene standards in hospitality

#### Soft Skills

- Strong leadership, people-management and organisational skills, with the ability to inspire and develop a diverse team
- Passion for guest satisfaction and maintaining high hospitality standards, with strong attention to detail
- Ability to work under pressure, manage competing priorities and adapt to changing operational requirements
- Excellent communication, interpersonal, problem-solving and decision-making skills; fluency in English (German an advantage)
- Practical, proactive and comfortable being actively involved in daily operations
- Sober habits, integrity, professionalism, accountability and a solutions-focused attitude
- Committed to sustainability, responsible resource use and continuous improvement, and passionate about the mission of N/a'an ku sê

### **WHAT WE OFFER**

- Competitive salary package aligned with qualifications and experience
- Accommodation provided on site
- Access to the N/a'an ku sê Medical Aid Group (employee contribution)
- Dynamic work environment supporting conservation and community development
- Professional growth opportunities across multiple business sectors

### **APPLICATION PROCESS**

Applications must be submitted via our online portal.

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N/a'an ku sê  
Wildlife Experience

N/a'an ku sê Wildlife Experience (Pty) Ltd

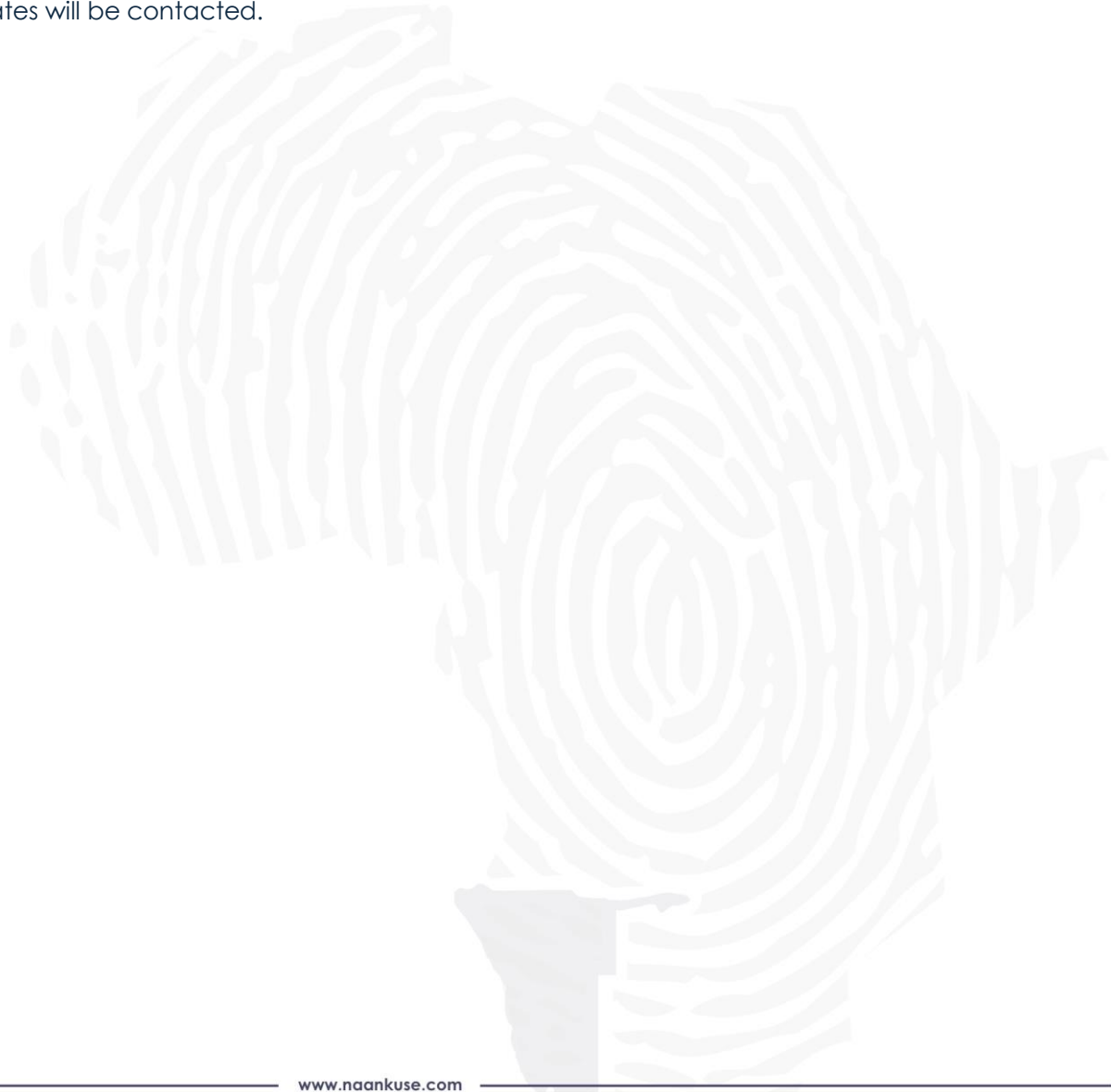
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Company Registration: 2008/059

[Vacancy at N/a'an ku sê Wildlife Experience - Lodge Manager – Fill out form](#)



N/a'an ku sê is eco-friendly and paperless: Hand-delivered CVs will not be accepted.  
Only short-listed candidates will be contacted.



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