

Lodge Manager

Operations — Senior Leadership

Position Title	Lodge Manager
Department	Operations — Senior Leadership
Reports To	Co-Founders: Nancy Iraba & Jerry Mang'ena
Work Location	Enkare Emmanyata Lodge, Lake Manyara, Tanzania
Contract Type	Permanent / Open-Ended — Following 6-Month Probation
Application	Apply via enkare.co.tz/careers or email hello@enkare.co.tz
Closing Date	20 June 2026

Role Purpose

The Lodge Manager is the operational heart of Enkare Emmanyata. This person ensures that every guest experience, every team member, every system, and every interaction reflects the Enkare standard — consistently, every day. The Lodge Manager is the first call in every emergency, the final word in every operational decision, and the visible leader that the entire team looks to for direction and culture. This is not a desk role. It is a presence role.

Key Responsibilities

GUEST EXPERIENCE

- Own the end-to-end guest experience from pre-arrival communication to post-departure follow-up
- Ensure the 7-stage guest journey is delivered to standard by every department, every stay
- Personally greet every arriving guest and farewell every departing guest
- Handle all guest complaints with warmth and authority — resolve within the same day
- Review guest preference forms before every arrival and brief the relevant team
- Monitor and respond to online reviews within 48 hours in the Enkare voice

TEAM LEADERSHIP

- Lead, motivate, and develop a team of 20+ across all departments
- Conduct daily morning briefings — every department, every morning, before first guest contact
- Manage the shift schedule and handover process using the Daily Operations Checklist
- Conduct quarterly performance reviews for all direct reports
- Identify high-potential team members and escalate development opportunities to Co-Founders
- Manage disciplinary matters in accordance with the Enkare HR Policy Manual and ELRA

FINANCIAL OVERSIGHT

- Review daily revenue and expense reports in Cloudbed every morning
- Approve all purchases above TZS 200,000 — escalate above TZS 1,000,000 to Co-Founders
- Prepare weekly occupancy reports and monthly P&L; summaries for Co-Founders
- Manage the service charge pool calculation and monthly distribution
- Monitor budget vs actuals — flag variances above 10% immediately

OPERATIONS & SAFETY

- Maintain all lodge facilities, vehicles, and equipment to a luxury standard
- Conduct a full property walk-through at least once daily
- Ensure the Enkare Health & Safety Policy is implemented and monitored at all times
- Manage supplier relationships — food, laundry, maintenance contractors
- Maintain all required government licences, health permits, and insurance documentation
- Lead the emergency response in any incident involving a guest, staff member, or the property

Required Qualifications & Experience

- Degree or diploma in Hospitality Management, Tourism, or related field — or equivalent experience
- Minimum 3 years of lodge or hotel management experience in East Africa
- Demonstrated experience managing a team of 15+ in a guest-facing environment
- Financial literacy: able to read and act on a P&L; statement, occupancy report, and budget
- Proficiency with Property Management Systems (PMS) — Cloudbed experience preferred
- Excellent written and spoken English — additional languages are a strong advantage
- Valid Tanzanian driving licence
- Deep knowledge of or genuine curiosity about Maasai culture and Lake Manyara region

Personal Attributes

- Calm, decisive, and warm under pressure — especially when things go wrong
- A servant leader: the strongest person in the room is the one most committed to helping others succeed
- Systems thinker: creates the routines that make excellence repeatable, not dependent on luck
- Commercially minded: genuinely cares about occupancy, revenue, and the financial health of the business
- Culturally attuned: engages with the Maasai community as a genuine partner, not an operational consideration
- High standards without perfectionism — knows the difference between excellent and good enough

What Great Looks Like in This Role

A great Lodge Manager at Enkare is someone the team feels protected by, the guests feel immediately reassured by, and the Co-Founders can trust to run the property as if it were their own. They are the first person in and the last to leave. They know every guest's name before the guest arrives. They solve problems before the guest notices there was one. And they build a culture where every team member wants to be excellent — not because they are afraid of the consequences, but because they are proud of the place.

Compensation & Benefits

Salary is negotiable based on experience and is above Tanzanian hospitality market rate for this role. Package includes: accommodation on property, all meals on shift, vehicle access, performance bonus linked to occupancy targets, NSSF, and annual leave. Full details disclosed at final interview stage.

CULTURE	CONSERVATION	COMMUNITY
We share and protect Maasai culture authentically.	We protect the Lake Manyara ecosystem in everything we do.	We build livelihoods for the people around us.

"If we take care of the culture, the culture will take care of us in return." — Enkare

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