



## THE ROYAL PORTFOLIO

### DEPUTY GENERAL MANAGER

Royal Malewane | Hoedspruit

#### More about Royal Malewane

Royal Malewane is an exclusive luxury safari lodge in South Africa's Greater Kruger National Park. Royal Malewane exudes the romance and beauty of a bygone age while offering every modern comfort and convenience. The classic safari experience is unsurpassed with unrivaled game viewing and the most qualified guiding team in Africa.

Our guides and trackers bring guests thrillingly close to the Big Five while the Waters of Royal Malewane Bush Spa is the perfect place to relax and indulge. Our award winning chefs delight with nightly feasts under the African stars.

The lodge is easily accessible by air and road and is located in Thornybush Private Game Reserve on the Western Border of The Greater Kruger National Park.

#### Main Duties

To embody The Royal Portfolio's Purpose & Values and to instill this within the culture of the Royal Malewane team

To oversee the training of all staff and to ensure that they deliver the required standards

To ensure employees are welcoming, genuine and warm

To provide value and superior, personalised service

To create an environment of relaxation and enjoyment

To have a culture of mutual respect, trust and integrity

To recognised, reward and uplift staff

To have passionate and expert staff

To be financially sustainable

To uplift local communities

To promote conservation and protect the environment

## Requirements & Qualifications

The ideal candidate for the Deputy General Manager position is one who can lead with a passion that inspires their staff and attracts the industry's best talent.

A minimum of 10 years hospitality experience in a management role

Degree or diplomas in any field are advantageous and will contribute significantly to a candidate's chances

Experience of managing employees and basic knowledge of hospitality labour law and disciplinary procedures

Experience in leading a team to excel and work cohesively

Significant financial know-how and experience including budgets and management accounts

Exceptional attention to detail, hardworking and a passion for people and hospitality including food, wine and arts & culture

A strong grasp of operational systems (Micros POS and Opera) and computer literacy

Exceptional English speaking and writing skills, further languages are advantageous

A passion to learn, teach and drive improvement in employees

A stickler for standards and an unrelenting drive to eliminate waste

### General

The Royal Malewane Deputy General Manager will report directly to The Royal Malewane General Manager. He will have a strategic position within the The Royal Portfolio Group.

Only direct applications will be accepted. A competitive remuneration package will be offered to a successful candidate which will be commensurate with their qualifications and experience.

It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document. The Deputy General Manager ("DGM") of Royal Malewane will be responsible with the General Manager ("GM") for making this vision a reality.

What makes working for The Royal Portfolio unique?

The Royal Portfolio is a collection of iconic hotels and lodges in iconic destinations across South Africa including Royal Malewane, Birkenhead House, La Residence, The One Above and The Silo.

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values. We hire for attitude and train for skill.

Our purpose is “To give our guests a complete experience and a perfect stay.”

Find out more about our [Purpose & Values](#) on [The Royal Portfolio](#) website.

Please send a CV, 1 page covering letter to Estelle van der Merwe: [estelle@trp.travel](mailto:estelle@trp.travel)