



JOB PROFILE

Job Title: Assistant Camp Manager

Location: Tswalu Kalahari Reserve

Department: Hospitality

Reports to: Camp Manager

At Tswalu, you become part of a dedicated team that is responsible for South Africa's largest privately protected conservation area. For over 25 years, Tswalu has been at the forefront of biodiversity preservation and environmental research in southern Kalahari.

Your role as a custodian contributes to a collective effort that goes beyond individual achievements. Every action supports our mission to leave the world better than we found it, and together, we work toward goals that are much bigger than any one person. It is a privilege and a serious responsibility, rooted in our long-term vision focused on restoring and safeguarding wildlife habitats for future generations.

Role Summary

The Assistant Camp Manager supports the Camp Manager in the daily operations of the camp, ensuring smooth service delivery, staff supervision, guest satisfaction, and adherence to reserve standards, conservation principles, and safety procedures

KEY RESPONSIBILITIES

Guest Experience & Service

- Assist in delivering exceptional guest service and hospitality standards
- Act as a host for guests, ensuring a welcoming and professional camp atmosphere
- Handle guest queries, requests, and minor complaints, escalating where necessary
- Support coordination of guest activities with guiding and operational teams

Camp Operations Support

- Assist with daily camp operations including housekeeping, food & beverage, maintenance, and logistics
- Monitor camp cleanliness, presentation, and functionality
- Support stock control, ordering, and inventory management
- Ensure operational procedures and checklists are followed

Staff Supervision & Training

- Supervise camp staff in the absence of the Camp Manager
- Assist with staff training, onboarding, and performance management
- Help manage staff schedules, attendance, and discipline
- Promote teamwork, professionalism, and service excellence

Administrative & Financial Support

- Assist with daily admin, reporting, and record-keeping
- Support budget control, petty cash management, and cost awareness
- Liaise with reservations and head office as required

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Farm Korannaberg 296, Van Zylsrus, 8467, South Africa | P.O. Box 1081, Kuruman, 8460, South Africa

DIRECTORS: DAT LAMB (BRITISH) | DN McFAYDEN | CL OPPENHEIMER | JEM OPPENHEIMER | NF OPPENHEIMER
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Conservation, Safety & Compliance

- Support conservation and sustainability initiatives within the camp
- Ensure compliance with health, safety, and security procedures
- Assist with emergency responses and guest safety protocols
- Promote responsible tourism and reserve rules among staff and guests

SKILLS & COMPETENCIES

- Strong organisational and multitasking skills
- Good communication and interpersonal abilities
- Leadership potential and team coordination skills
- Problem-solving ability and attention to detail
- Ability to work under pressure in a remote environment
- Passion for wildlife, conservation, and hospitality

QUALIFICATIONS

- 2–3 years' experience in hospitality or camp operations
- Relevant qualification in hospitality or tourism (advantageous)
- Experience working on a game reserve or remote camp preferred
- Computer literacy (MS Office, camp systems)
- Valid driver's license (essential)

WORKING CONDITIONS

- Live-in position on the game reserve
- Willingness to work shifts, weekends, and public holidays
- Remote working environment

WHAT WE OFFER

- A dynamic leadership role in a vibrant and unique environment.
- Opportunity to work with one of Africa's most iconic conservation lodges.
- A mission-driven environment focused on purpose, innovation, and impact.
- Travel opportunities and access to unique wilderness experiences.
- Competitive compensation and benefits package.
- A culture of innovation, collaboration, and hospitality excellence.

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