



JOB PROFILE

Job Title: Camp Manager

Location: Tswalu Kalahari Reserve

Department: Hospitality

Reports to: Head of Guest Experience

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 Camp Manager is responsible for the overall day-to-day management of the camp, ensuring exceptional guest experience, efficient operations, staff leadership, and alignment with conservation and sustainability principles of the reserve.

KEY RESPONSIBILITIES

Guest Experience & Hospitality

- Ensure a consistently high standard of guest service and hospitality
- Act as the main point of contact for guests during their stay
- Handle guest feedback, special requests, and complaints professionally
- Oversee guest activities in coordination with guiding and conservation teams

Camp Operations

- Manage daily camp operations including accommodation, food & beverage, housekeeping, maintenance, and logistics
- Ensure facilities are well maintained, safe, and presented to reserve standards
- Monitor stock control, ordering, and supplier relationships
- Ensure compliance with reserve policies, health & safety regulations, and emergency procedures

Staff Management & Leadership

- Recruit, train, schedule, and manage camp staff
- Foster a positive team culture aligned with service excellence and conservation values
- Conduct performance reviews and manage disciplinary procedures where required
- Ensure staff accommodation, welfare, and morale are maintained

Financial & Administrative Management

- Manage camp budgets, cost control, and monthly reporting
- Approve invoices, manage petty cash, and track expenses

T. +27 53 781 9331 | E. info@tswalu.com | W. tswalu.com

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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- Work closely with reservations and head office on occupancy, rates, and planning

Conservation & Sustainability

- Promote and support conservation initiatives and responsible tourism practices
- Ensure minimal environmental impact through sustainable operations
- Educate staff and guests on conservation values and reserve guidelines

Health, Safety & Security

- Ensure compliance with occupational health & safety standards
- Implement emergency response and safety procedures
- Coordinate with reserve security and guiding teams to ensure guest and staff safety

SKILLS AND COMPETENCIES

- Strong leadership and people management skills
- Excellent communication and interpersonal abilities
- High attention to detail and problem-solving skills
- Financial acumen and operational planning ability
- Ability to remain calm and decisive in remote or high-pressure environments
- Passion for wildlife, conservation, and eco-tourism

QUALIFICATIONS

- Minimum 3–5 years' experience in camp, or hospitality management
- Relevant qualification in hospitality, tourism, or business management (advantageous)
- Experience working in remote locations and on game reserves preferred
- Computer literacy (reservations systems, MS Office)
- Valid driver's license (essential)

WORKING CONDITIONS

- Live-in position based on the game reserve
- Willingness to work shifts, weekends, and public holidays
- Remote location with limited access to urban facilities

WHAT WE OFFER

- A dynamic leadership role in a vibrant and unique environment.
- Opportunity to work with one of Africa's most iconic conservation camps.
- 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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