



# ROYAL HILLS

## LODGE AND SPA

### WE'RE HIRING

# Operational Manager

#### Key Responsibilities:

We are looking for an Operational Manager to coordinate and oversee the operations of Royal Hills Lodge and Spa which include:

- .Management of staff (supervision, training, monitoring of staff including managing performance to achieve high performance standards)
- .Managing operational budgets, forecasting and reducing costs and wastage, thus maintain a productive work culture while maintaining quality.
- .Formulate strategic and operational objectives (turning broad organisational goals into actionable measurable operational plans.
- .Manage risk by ensuring compliance with health and safety regulation in hospitality industry
- .Process optimization, using methodologies that map workflows, remove bottlenecks.

#### Competences and Skill:

- Strong leadership, communication, and interpersonal skills
- Proficiency in property management software (PMS) and Microsoft Office
- Excellent Problem solving and decision-making skills (proactively identifying and resolving issues/guests complaints while keeping the operation running efficiently.

#### Qualifications and Experience :

- Post matric qualifications in hospitality management, a bachelor's degree in operations management or qualification in a related field.
- A minimum of 2-3 years' experience in hotel management or a similar role.
- A driver's licence.

#### Flexibility/ Adaptability

- Ability to work flexible hours, including weekends, holidays, and during evenings
- Ability to remain calm and decisive while working under pressure
- Outstanding customer service orientation.



Send your applications to:

res@royalhills.co.za

**APPLY NOW**

Closing Date: 15 March 2026