

VACANCY
GENERAL MANAGER

About ENVI Paje

Located on the pristine white sands of Paje Beach in Zanzibar, ENVI Paje is an intimate luxury beachfront wellness lodge combining barefoot luxury, holistic wellbeing and authentic island living.
Guided by its Signature Wellbeing Philosophy, ENVI brings together ancient African traditions, medicinal botanicals, modern wellness technologies and regenerative science to create personalised experiences focused on restoration, connection and wellbeing.
With a commitment to sustainability and exceptional hospitality, ENVI Paje offers a distinctive approach to luxury, where wellbeing is at the heart of the guest experience.

The Role

ENVI Paje is seeking an experienced and dynamic General Manager to lead the overall operations and performance of the lodge. The role requires proven experience managing boutique properties and taking a leading role in experiential hospitality operations, including lodges, camps or retreats.

The General Manager will be responsible for translating the lodge's vision into operational and commercial success, working closely with ownership to understand expectations, protect the brand and deliver sustainable business performance. The role also requires a strong focus on exceptional guest experiences, with wellbeing at the heart of the guest journey.

The ideal candidate is a hands-on, commercially driven and approachable leader who understands the owner-operator relationship, leads from the front and builds a motivated, high-performing team. A genuine passion for wellness, sustainability and meaningful guest experiences is essential.

Responsibilities

1.STRATEGIC LEADERSHIP & OPERATIONAL OVERSIGHT

- Provide overall leadership and direction to all departments, ensuring alignment with ENVI's brand values, service standards and sustainability commitments.
- Develop and implement operational strategies to improve efficiency, performance and guest satisfaction.
- Drive the resort's strategic objectives in collaboration with the ENVI Corporate Team.
- Identify opportunities for continuous improvement and business growth.

2.OPERATIONAL MANAGEMENT

- Oversee all daily resort operations, including Front Office, Housekeeping, Food & Beverage, Wellness, Guest Experience and Maintenance.
- Ensure all facilities, infrastructure and guest areas are maintained to ENVI's standards.
- Monitor operating budgets, inventory, procurement and supplier relationships.
- Ensure effective departmental coordination, operational planning and cost control.
- Ensure the resort's wellness philosophy is consistently reflected across all departments and guest experiences.

3.GUEST EXPERIENCE & RELATIONSHIP MANAGEMENT

- Ensure consistently high levels of guest satisfaction throughout the guest journey.
- Ensure wellness offerings and personalised guest journeys are delivered to the highest standards.
- Monitor guest feedback, resolve complaints and implement improvements.
- Build strong relationships with guests, VIPs, travel partners and key stakeholders.
- Work closely with Sales & Marketing to strengthen the resort's positioning and reputation.

Responsibilities

4. PEOPLE & CULTURE

- Lead from the front, maintaining a visible, hands-on approach and fostering a collaborative, accountable team culture.
- Oversee recruitment, onboarding, training and performance management.
- Support and coach department heads, encouraging accountability and teamwork.
- Promote employee engagement, open communication and strong employee relations.
- Ensure performance reviews and development plans are implemented.

5. FINANCIAL PERFORMANCE & BUSINESS DEVELOPMENT

- Take ownership of the resort's financial performance, budgets and profitability.
- Monitor revenue, occupancy, operational costs and departmental performance.
- Identify opportunities to increase revenue through guest experiences, wellness offerings and upselling.
- Review financial reports and implement corrective actions where necessary.

6. COMPLIANCE, SAFETY & SUSTAINABILITY

- Ensure compliance with local legislation, licensing requirements, health and safety standards.
- Maintain a safe and secure environment for guests and employees.
- Champion ENVI's sustainability initiatives and responsible operating practices.
- Build strong relationships with the local community and relevant stakeholders.

7. BRAND, SALES & CORPORATE COLLABORATION

- Ensure ENVI's brand identity and service philosophy are reflected across all guest experiences.
- Work closely with Corporate Sales & Marketing to support commercial strategies and initiatives.
- Maintain regular communication and reporting with the Corporate Team.
- Represent ENVI professionally with guests, partners, suppliers and the wider community.
- Work closely with the ENVI Corporate Team to support sales, marketing and the overall commercial positioning of the resort.

Requirements

QUALIFICATIONS & EXPERIENCE

1. QUALIFICATIONS & HOSPITALITY EXPERIENCE

- Degree or Diploma in Hospitality Management or related field.
- Minimum 7 years' luxury hospitality experience, including 3 years in a GM or senior leadership role.
- Proven experience managing boutique properties and leading experiential resorts, lodges or camps. East Africa experience strongly preferred; wellness experience is an advantage.

2. LEADERSHIP & PEOPLE MANAGEMENT

- Proven ability to lead and develop multicultural teams.
- Hands-on leadership style, promoting teamwork, accountability and engagement.
- Strong communication, interpersonal and conflict-resolution skills.

3. OPERATIONAL & COMMERCIAL KNOWLEDGE

- Strong understanding of resort operations, financial management and profitability.
- Knowledge of sales, revenue management, cost control and market positioning.
- Proficient in PMS, POS and hospitality reporting systems.

4. GUEST EXPERIENCE & WELLBEING

- Passion for luxury hospitality, holistic wellbeing and personalised guest experiences.
- Understanding of wellness-led hospitality and the guest journey.
- Commitment to sustainability, responsible tourism and exceptional service.

5. PERSONAL ATTRIBUTES & PROFESSIONALISM

- High integrity, accountability and professionalism.
- Commercially minded, adaptable and solutions-oriented.
- Approachable, organised, proactive and confident in decision-making.