General Manager – East Africa

Location: Moshi, Tanzania

Type: Full-time

Salary: $2,000 to $2,250 basic salary + bonus

Leading 2 project locations in Eastern Africa and a member of the Operations senior team

PLEASE INCLUDE YOUR CV AND COVERING LETTER IN YOUR APPLICATION

African Impact operates volunteer projects, internships, and study abroad programs in 10 countries across Africa. We believe in the philosophy of “giving a hand up, not a hand out”. This means we work with communities to identify their needs and offer support through volunteer assistance and, in some cases, donations and fundraising from our charity organization, the African Impact Foundation. For 15 years we have been empowering individuals and communities to be self-sustaining and provide opportunities for people to create alternative pathways for their future. Our approach is to create a meaningful and life changing experience for our customers, while creating sustainable programs and operating a financially sustainable business. We have won numerous awards for both the experience we provide and for the impact we have on people and conservation.

This is a new role as part of our growth and commitment to provide high quality Volunteer, Intern and Study Abroad travel experiences. An important part of the role is leading and coaching the Project, Volunteer and Operations Managers at each of the East African locations - Moshi and Zanzibar - to deliver great experiences and create new responsible travel products to grow each location. Together with this, the measuring of our impact and overseeing our Foundation programs means the role requires a strong responsible travel interest and passion for social development.

The role reports to the Head of Projects and will be based in Tanzania, with regular travel between Moshi and Zanzibar.
Roles and Responsibilities

1. **Lead Project Teams in East Africa so they continuously deliver meaningful experiences to volunteers, interns and groups.**
   - Guide location Project & Volunteer Manager to create a welcome, warm space for all our volunteers, interns and groups to have as their base for their stay.
   - Coach and support Project & Volunteer Managers on delivering meaningful activities and long-term impact objectives that work in the right way for volunteers, interns and groups.
   - Lead the Operations Managers to keep all our accommodation, vehicles, food quality, insurances, safety, airport pickups and day to day needs running smoothly and to the expected standards.
   - Ensure project teams are arranging out of project activities and experiences for our guests – at weekends, some evenings – creating delight!
   - Work with Project Manager and Head of projects to deal with complaints or feelings of a downward spiral at a project.

2. **Develop and grow new products to increase our income and impact**
   - Work with Head of Projects and Head of Study Abroad in the office and Project teams to define and shape new experiences in agreed timescales.
   - Explore development opportunities in your area to continuously look for opportunities for projects or business to grow and develop.
   - Lead business development implementation to agreed plans with Head of Projects, Sales and Marketing.
   - Work closely with the Project teams to ensure they are ready and prepared to start a new project before our first arrival.
   - Monitor the success and make changes to iron out any teething problems.
   - Review new products with the Product Development Manager and Head of Projects each quarter.

3. **Coach and support Project Managers on standards for finance, people management, company policies, recruitment and needs of volunteers, interns and Study Abroad.**
   - Induct and coach new Managers through each aspect of their role – volunteer experience, community relations and business aspects (finance, HR, Child Protection Policy, Anti-discrimination policy and managing their team)
   - Assist in issues that arise within the team referring to our HR support for advice and agreement of next steps dependant on local employment law.
   - Assist with any disciplinary situations with guidance from HR Support.
   - Celebrate team efforts and achievements with teams at key time of the year
   - Together with the Product Support Manager, lead the team to review and analyse feedback to then create feedback plans for any areas of improvement.
   - With support from Internship Supervisor, coach Project Managers on setting clear objectives and mentorship of interns.
• With support from Study Abroad, coach Project Managers and Study Abroad coordinators on creating experiences for Study Abroad products and groups

4. Measure our impact from volunteering, interns, groups and our Foundation (funding) to ensure our programs are meeting development goals

• Working with the Monitoring and Evaluation (M&E) Practitioner, Foundation Impact Manager and Project Manager, agree long term objectives for each of our projects (what change do we want to see)
• Work with the M&E Practitioner to coach and oversee regular reporting from projects on measuring the impact of volunteer activities and the Foundation so we are capturing data and stories that demonstrates our impact.

5. Lead Foundation project plans and development of new programs

• Together with the Impact Manager, coach Project Managers on assessing new projects for our Foundation and getting approval from the Foundation Director / Board.
• Support Project Managers on implementation, ensuring good progress is made or barriers are worked on.
• Keep track of fundraising targets for each project and agree next steps where there are shortfalls.
• Coach project teams on how our Foundation compliments our work with volunteers, interns and groups.
• Encourage all team members to be passionate ambassadors for Our Foundation through on the ground engagement, attendance at fundraising events, support with fundraising campaigns etc

6. Define the annual Budget for your region and monitor throughout the year to ensure budgets are met
Skills and Experience

Essential

1. Hospitality and tourism development experience of 5 years in a responsible travel environment.
2. Have led teams to deliver great travel experiences and create a homely environment for guests.
3. Creative in developing ideas in travel, social development and conservation – ideas that are responsible and profitable.
4. Passionate about responsible travel and a desire to provide life changing experiential experiences for our volunteers, interns, groups and guests.
5. Strong project management skills to deliver new products through from start to completion.
6. Good grasp of social development through volunteering and funding – creating change together with communities in a sustainable way and how to measure it.
7. Business skills and appreciation of finance, operations, reporting, M&E data collection, people management.
8. Collaboration, encouragement, leading by example and appreciation of cultural differences as an approach to working every day.
9. Ability to lead teams from culturally diverse backgrounds.
10. Comfortable leading teams remotely through skype, calls and emails and other means and happy to travel between projects.

Good to have

1. Knowledge and experience in volunteering.
2. Interest in the cultures and social development / conservation in Africa.
3. Passion in a specific area of development – Conservation, Education, Health or Gender Equality.

Reward package

- $2,000 - $2,250 basic salary
- Structured annual bonus based on gross profit of projects in portfolio – will be pro-rata from start date.
- Medical insurance after 3 months.
- 22 days leave per annum

If you are interested in applying for this position, please send your CV and covering letter to workwithus@africanimpact.com with the subject line: General Manager – East Africa