

JOB DESCRIPTION

Job Title: Operations Manager

Reports To: General Manager of Miavana by Time + Tide

Location: Nosy Ankao

Start Date: Immediate

Contract Type: Permanent

Time + Tide | Who We Are

We are guides and guardians of some of the most remote places on Earth, with a family of luxury properties in Zambia and Madagascar. Across land and sea, we have a legacy in responsible tourism and offer modern-day explorers the luxury of space and the chance to feel fully alive. Our team take extraordinary care in sharing our deep appreciation for the land, wildlife and culture.

Operations Manager | About the Role

The Operations Manager is responsible for the overall standards of the guest experience, assisting with the development and maintenance of the service offering, overseeing and coordinating the day-to-day operational functions at Miavana by Time + Tide. This role ensures that the guest experience is seamless across departments and aligned with Time + Tide's standards. The Operations Manager works closely with the General Manager to ensure all systems, people, and logistics operate efficiently.

This role requires a hands-on, service-oriented leader who thrives in dynamic, remote settings and is committed to operational excellence and guest satisfaction.

Key Responsibilities and Duties

1. Miavana service standards
 - a. Assist with the development and maintenance of the service offering across all guest facing departments
 - b. Continuously develop the guest experience and luxury offering aligned to the Miavana and Time + Tide strategy of immersive and relevant luxury
 - c. Develop training programs and engagement with relevant professionals to further drive the uniqueness and standards of the guest experience
2. Operational Oversight
 - Lead and coordinate daily operational activities across Front Office, Housekeeping, Spa, Activities and Food & Beverage.
 - Implement and uphold standard operating procedures.

- Monitor operational performance and proactively address any inconsistencies or inefficiencies.
 - Maintain clear lines of communication with HOD's and report key operational updates to the General Manager.
3. Guest Experience
 - Ensure that the end-to-end guest experience is delivered with personalisation, attention to detail, responsiveness, and warmth.
 - Respond swiftly and professionally to guest feedback or operational challenges.
 4. Team Coordination & Culture
 - Support the General Manager in fostering a high-performing, values-driven culture.
 - Assist with training, coaching, scheduling, and ensuring team members are equipped to perform their roles.
 - Encourage collaboration and accountability across departments.
 5. Logistics & Supply Chain
 - Oversee the procurement, delivery, and inventory management of all operational supplies.
 - Ensure stock levels are adequate and reflect operational needs, especially in our remote island operation.
 6. Health & Safety
 - Ensure that departments adhere to health, safety, hygiene, and fire safety protocols.
 - Lead and document incident reporting in alignment with company procedures.

Experience, Qualifications and Competencies:

- Minimum of 5–7 years in operations roles within luxury hospitality environments, preferably in remote or island settings.
- Strong operational planning and problem-solving skills, with a hands-on, solutions-oriented approach.
- Excellent communication and interpersonal skills with the ability to build trust across diverse teams.
- High level of attention to detail, with a focus on consistency, quality, and guest satisfaction.
- Ability to manage multiple priorities calmly and effectively in a dynamic setting.
- Fluency in English essential; French language skills a strong advantage.

To apply, please send you CV to people@timeandtideafrica.com