

## Island Manager – Job Advertisement

**Chumbe Island Coral Park Ltd.,  
Zanzibar, Tanzania**



Chumbe Island Coral Park Ltd. (CHICOP) is based in Zanzibar/Tanzania. Established since the early 1990's CHICOP lobbied for, and went on to acquire management rights over the Chumbe Island Marine Protected Area (MPA). This award winning privately managed protected area is renowned as the first financially independent and self-sustaining MPA in the world (and is today one of only two existing). This is made viable through revenue generated by sustainable marine ecotourism (both day visitors and overnight guests staying in Chumbe's eco-lodge). The tourism operations in the MPA utilize commercial principles with not-for-profit objectives to finance project operations, conservation, research and an extensive environmental education programme for local schools, colleges and universities.

The MPA includes a protected reef sanctuary and forest reserve. There is also a Visitors' centre used for Chumbe's education programs (see attached information brochure).

### Job description:

The Island Manager is the most senior staff member on the island, reporting directly to the General Manager (based at CHICOP head office), overseeing a team of 26 staff.

The main duty of the Island Manager is to assure that all ecotourism operations meet CHICOP's company culture and standards, that encourage top performance and high morale. The Island Manager is the primary face of CHICOP in front of guests, and needs to show a professional, friendly and welcoming attitude at all times. The Island Manager oversees all island operations and staff departments (maintenance, F&B etc.), including eco-lodge and day visitor guest management. They are expected to also work closely alongside the conservation and environmental education department of CHICOP with the understanding that education and conservation are equally as important as the ecotourism operations, together forming the three pillars that are fundamental to CHICOP. The role is based on Chumbe island, with work shifts operating in a rotation cycle. The individual needs to be highly motivated and adaptable to work in an island environment that is immersive and requires high team spirits, especially whilst working, living and sharing meals in close quarters with staff.

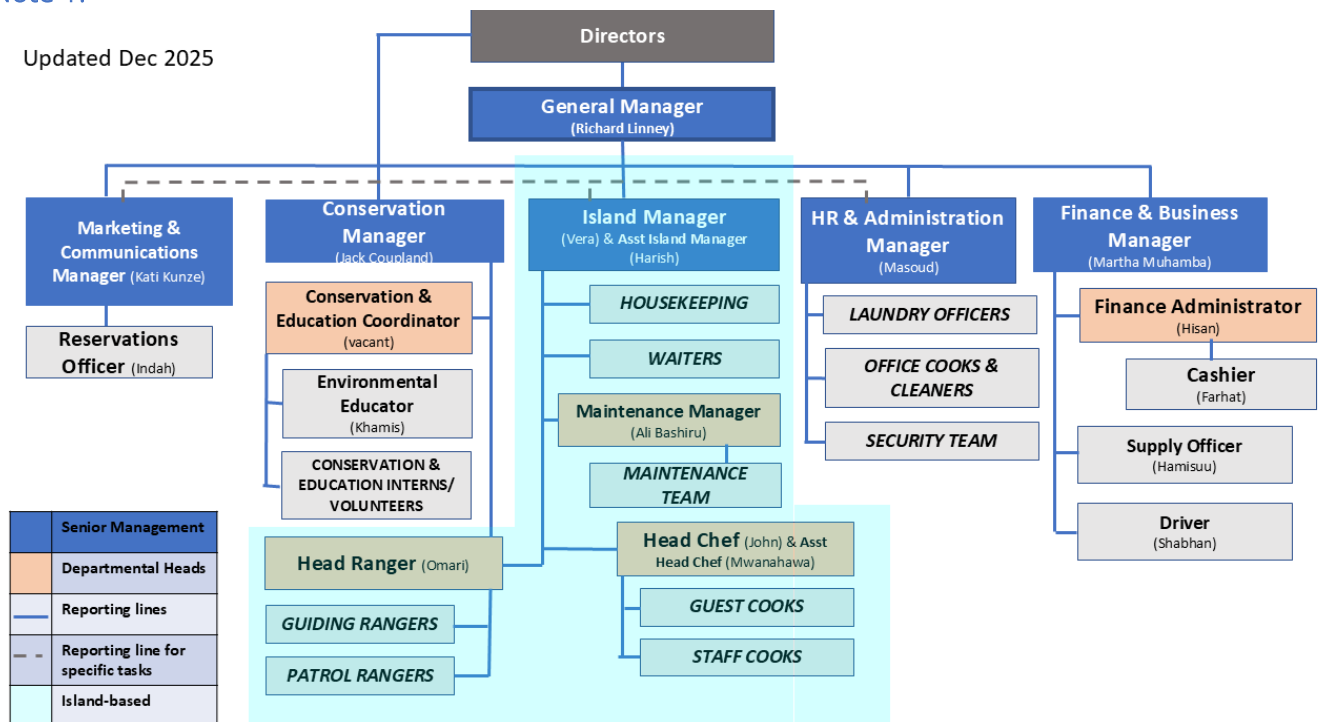
### Key tasks include:

- **Overall management of the ecotourism product & experience.** Ensuring all tourism infrastructure and services are of an appropriately high and consistent standard. Maintaining quality controls and striving for improvements and excellence in infrastructure (design, aesthetics, cleanliness, presentability, comfort) and services (engaging, enjoyable, timely, factually accurate, exemplary).

- **Overall management of the ecotourism operations.** Coordinating and supervising all day-to-day guest experiences and being present and reachable at all times whilst on island. Maintaining the smooth operations of the island, its facilities, services and functions.
- **Guest relationship management (front facing),** from the welcome check-in to the time of check-out, being the face of the island and point person for guests to approach, ask questions, get clarification on any and all operational information. Working with the Guiding Ranger team to ensure all activities are delivered in a timely and professional manner. Dealing with complaint management and any other guest issues (if/where required) in close cooperation with the General Manager and the island team.
- **Guest management (non-front facing).** Ensuring High attention to detail, compliance with any dietary requirements and any special requests made by the guests. Ensuring all back-end operations meet the guests needs, including:
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  - **Kitchen and restaurant,** assuring that all full-board meals provided continue to meet and exceed customers' expectations; supervise and support waiters in delivering high standards of customer service (both in terms of the service provided, and the products provided) and increase revenue by boosting sales of drinks.
  - **Housekeeping,** overseeing that the department performs all duties to the highest level, and ensuring all guest areas are clean, tidy, presentable and in a welcoming state at all times. Conduct regular quality control checks.
  - **Maintenance,** working in close partnership with the Maintenance Manager of the island in planning and scheduling maintenance work. As Chumbe island's eco architecture is one of the main features of the island, it is crucial for the Island Manager to oversee the repairs and caretaking of the iconic facilities of the island to ensure that any works do not interfere with the guests' experience and are undertaken under the vision of long term sustainability.
  - **Supply management,** closely working with the Operations & Logistics Manager (based in CHICOP HQ) and Island food and beverage (F&B) team to oversee the ordering, delivery, proper storage and management of all supplies for the island, including all F&B supplies, gas, petrol, water and other items essential for the island operations.
  - **Stock keeping,** overseeing all stock management on the island in collaboration with the Head Chef (kitchen stocks), waiters (bar stocks) and housekeepers (linens and associated housekeeping stocks).
- **Administration,** the Island Manager is in charge of overseeing staff attendance, liaising closely with the Office Administrator and General Manager. Ensure all legal official documents are filed and maintained appropriately and submitted to HQ as required. Monitor compliance with laws and regulations. Act as spokesperson to convey messages and policy updates from HQ to the island team.
- **Financial Management.** Oversee all island-based payments where required (primarily bar costs, as daytrip and overnight fees are charged off-island). Manage all receipting and associated financial reporting to HQ.

- **Staff management**, directly supervising the hospitality teams on the island (Food & Beverage Team, Maintenance and Housekeeping Team) and working closely with the conservation and education team (ranger department) to ensure all staff are performing optimally and effectively. Maintain a safe, harmonious, enjoyable work environment for staff, support the General Manager in identifying training needs and support training sessions on the island where needed. Implement disciplinary measures if/when needed in collaboration with the General Manager. Monitor employees' performances. Identify and address any problems on the island firsthand and communicate with the General Manager and relevant other staff.
- **EE & Conservation Hosting**. Assist where required with coordinating, hosting and organizing logistics for educational school trips, journalist visits, film crews or other media visits, and VIP visits to the island, including official governmental visits. Support the conservation and education team where required, including island-based rangers, to fulfil their duties of patrol, surveillance and enforcement of the MPA and securing of biodiversity and cultural heritage.
- **General**. Uphold the high quality standards and procedures of CHICOP towards guests and in all island operations, embodying the organisation's integrity and commitment to conservation and education. Assist General Manager and/or General Administrative Assistant with island staff recruitment; Lead by example in a positive and enthusiastic manner.

Note 1:



CHICOP Island Manager is responsible for overseeing 26 staff, as shown in the above figure.

### Remuneration:

This role offers a competitive salary commensurate with experience.

Wider benefits include the following:

- Health insurance (inclusive of family dependents where relevant).
- Meals on island are provided.
- Accommodation on the island is provided (in management quarters with a private room and a shared bathroom only used by the Assistant Manager, visiting researchers and the visiting General Manager when relevant).
- Zanzibar Social Security Fund (ZSSF) contributions
- Bonuses (at Ramadhan and Christmas/New year)
- Access to discretionary credit and loans scheme
- 21 days leave allowance per year

Additionally for non-national recruits:

- Relevant visa/ permits provided
- Transport allowance (to home base) every year

### Requirements:

The ideal candidate should have:

- A bachelor's degree or comparable in hospitality management, and / or at least five years' experience managing hospitality establishments- East / Sub-saharan Africa experience is required; small island experience is advantageous.
- Proven track record of working in barefoot luxury tourism establishments, with a track record of ensuring staff compliance with the luxury establishments set standards and quality criteria.
- An interest in conservation and sustainable development is required, and an understanding of ecotourism and issues around sustainability and biodiversity is highly advantageous.
- Highly professional demeanour, must be a natural and highly effective communicator, especially when presented with challenges.
- Able to work effectively under stress.
- High levels of integrity and demonstrable experience managing staff fairly and effectively, and able to motivate teamwork.
- Fluent English, and ideally Kiswahili - other languages are advantageous.
- Basic computer skills, including Microsoft Word, Excel, Dropbox and email.
- A good sense of humour.

### How to apply:

To apply, please send your CV/resume, cover letter and contact details of three referees to [apply@chumbeisland.com](mailto:apply@chumbeisland.com).

Your cover letter should be no more than two pages, explaining your previous experience and suitability for the Island Manager position.

Deadline for applications is the 31<sup>st</sup> March 2026. Start date anticipated May 2026. Candidates shortlisted for interview will be contacted by email or phone as soon as possible.