



JOB OPPORTUNITY: MANAGING DIRECTOR (M/F/D)

Kambaku Hospitality College is seeking a highly independent and entrepreneurial Managing Director to take full ownership of the college's operations, growth, and strategic direction in Namibia and Southern Africa.

This is a one-person operation, ideal for a resourceful professional who thrives in a hands-on, multi-functional role.

KEY RESPONSIBILITIES

- ✓ Close cooperation with Mainporter Vocational Online College of Hospitality
- ✓ Develop and execute business strategies to drive growth
- ✓ Manage all marketing, sales, and customer outreach personally
- ✓ Quality assurance through inspections, audits, and stakeholder engagement
- ✓ Build and maintain strong partnerships with industry & government stakeholders
- ✓ Handle financial operations, budgeting, and cost control
- ✓ Personally manage day-to-day operations with a focus on service excellence

WHAT WE ARE LOOKING FOR

- ✓ Degree or Qualification in VET Education, Business, Management or related field
- ✓ Practical hospitality experience preferred
- ✓ Experience with dual vocational training preferred
- ✓ Ability to independently manage all aspects of a business
- ✓ Strong financial acumen and business development skills
- ✓ Excellent communication, negotiation, and problem-solving abilities
- ✓ Adaptability and willingness to take on multiple roles in a growing organization
- ✓ Ability to travel nationally and internationally (minimum 40% of the year)
- ✓ Legally eligible to work in Namibia or obtain a work permit (Degree in Education is a must) and relocate long-term



Opportunity to become a shareholder in the company depending on professional profile and success track



Opportunity to work hybrid from anywhere in Namibia depending on professional profile and success track

Have a look at the detailed job description attached.

If you are a self-motivated leader who thrives in a dynamic, hands-on role, and the role describes what you are looking for we want to hear from you! Send your CV to neumann@kambakucollege.com and take full leadership of a unique and growing hospitality education institution!

Only shortlisted candidates will be contacted. Thank you for your understanding.

MANAGING DIRECTOR (M/F/D)

SCOPE OF THE POSITION

The Managing Director is a self-directed entrepreneur that directs and controls all business operations aimed towards the financial goals, vision, mission and long term goals in Namibia and other countries in Southern Africa which form part of Kambaku Hospitality Colleges franchise region for Mainporter Vocational Online College of Hospitality.

He/she is responsible to manage all development, sales, marketing, support and quality assurance activities related to the (potential) customers and markets; to constantly communicate with local authorities and the franchisor for quality assurance and reporting purposes; and to give strategic guidance and direction to the board to ensure that the company achieves its financial goal, vision, mission and long term goals.

He/she is required to maintain a flexible schedule including public holidays, holidays, weekends and travelling.

The Managing Director is a member of the board of directors and reports to the board as such.

RESPONSIBILITIES

Responsibilities include but are not limited to:

- Ensure excellent customer service, service readiness and customer satisfaction at all times
- Adherence to occupational health and safety and fire safety procedures
- Adherence to rules, regulations, code of conducts and policies
- Stakeholder and advisor engagement for exchange of information, feedback, newly evolved requirements for programmes
- Maintaining positive and trust-based relations with business partners, shareholders, and authorities
- Preparation of annual reports and attending/presenting at board meeting
- Developing and executing business strategies to achieve short and long-term goals
- Reporting to the board, providing market insights and strategic advice
- Assessing, managing and resolving problematic developments and situations
- Act as the public speaker and public relations representative of the company in ways that strengthen its profile
- Active participation in and implementation of (inter)national projects and project activities (e.g. Erasmus+)

REGISTRATION & ACCREDITATION

- Registration of Qualifications in the National Qualification Frameworks of all Southern African countries in which KHC operates or plans to operate & related reporting
- Accreditation with National Quality Assurance Institutions within all Southern African countries in which KHC operates or plans to operate & related reporting
- Contact person for all governmental bodies in Southern African countries in which the KHC operates or plans to operate

QUALITY ASSURANCE

- Development and yearly review of policies and related templates
- Preparation of all required documentation for verification visit
- Assist in the research of specific qualification and curricula requirements for other Southern African countries

SALES & MARKETING

- Customer acquisition (hospitality establishments & educational institutions)
- Development of markets in other Southern African countries
- Planning, implementing and managing of an effective marketing strategy to develop and maintain market relevance and promote products and services to increase sales

CUSTOMER SUPPORT & CUSTOMER QUALITY ASSURANCE

- Initial & Yearly Verification visit and quality assurance of employer establishments and institutions for dual vocational programmes/ of educational institutions for vocational theory programmes
- Contact person for customers
- Inspection visits during examination & practical training in the employer establishments for quality assurance purposes
- Contract negotiations with customers
- Processing of grievance, enrolment and withdrawal of learners and provision of information to Mainporter
- Provision of Practical Examination documents to customers as received by Mainporter
- Collection of feedback and structured provision to Mainporter
- Constantly updating Mainporter Campus with News, Events and updated/new policies and other documents

FINANCIAL MANAGEMENT

- Accounting for all financial transactions related to KHC
- Preparation of first draft yearly budget to be presented to the board
- Developing, implementing and reporting of business plans, monitoring its efficacy and progress
- Research and implementation of new initiatives to drive revenue, lower operating costs while maintaining quality customer service
- Continuous monitoring of the annual budget and cost control to ensure revenue/sales targets are met

STRATEGIC PLANNING

- Provide strategic advice and report results and findings to the board members

HUMAN RESOURCE MANAGEMENT (IF RELEVANT)

- Recruitment, training and development of employees
- Ensuring employees move in the same strategic direction of KHC
- Promoting the wellness of staff and implementing policies in line with labour legislation and health and safety guidelines to create a diverse and positive working environment

SKILLS

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- Degree in VET education, business, management, or a related field
 - International hospitality industry experience preferred
 - Experience in developing and implementing strategic and business plans
 - General knowledge of the national and international hospitality and tourism industry and related job roles
 - Thorough knowledge of market changes and forces that influence the company
 - Strong understanding of corporate finance and measures of performance
 - Experience as an entrepreneur or manager in an executive role
 - Service excellence
 - Excellent communication, negotiation, sales and presentation skills
 - Efficient and effective work organization and time management
 - Strong analytical, critical thinking, and problem-solving skills
 - Complaint management
 - Strong crisis management and conflict mediation skills
 - Effective verbal and written communication skills in English and German language
 - Accuracy and eye for detail

- Multi-tasking
- Cultural awareness and understanding
- Driver's license
- Proficiency in office applications (such as Microsoft Word, Excel, PowerPoint, Teams and Outlook)
- Proficiency in basic AI tools
- Proficiency in accounting software
- Proficiency in Mainporter Campus and Mainporter ILP (training will be provided)

ATTITUDE & PERSONAL TRAITS

- Self-driven entrepreneur by nature
- Disciplined and persistent
- Passionate about hospitality, education and customer care
- Dedicated to the job and the customer
- Taking ownership for job role and company and willingness to go above and beyond
- Adaptable in a multicultural environment
- Professional behaviour & appearance
- Confident with an open outreach
- Striving for perfection
- Punctual
- Reliable and responsible
- Highly stress resistant
- Problem solving and solution oriented
- Honest, trustworthy and with integrity
- Innovative and creative
- Willing to travel nationally and internationally minimum 40% of the year