



## JOB ADVERTISEMENT

**Job Title:** Head Guide

**Location:** Kalahari

**Department:** Hospitality

**Reports to:** Head of Guest Experience

At Tswalu, you become part of a dedicated team that is responsible for South Africa's largest privately protected conservation area. For over 25 years, Tswalu has been at the forefront of biodiversity preservation and environmental research in the southern Kalahari.

Your role as a custodian contributes to a collective effort that goes beyond individual achievements. Every action supports our mission to leave the world better than we found it, and together, we work toward goals that are much bigger than any one person. It is a privilege and a serious responsibility, rooted in our long-term vision focused on restoring and safeguarding wildlife habitats for future generations.

### Job Summary

We are seeking a highly responsible Head Guide for leading and managing all guiding operations to ensure exceptional guest experiences in a luxury safari environment. This role combines strong leadership, in-depth wildlife knowledge, and exceptional hospitality skills to deliver world-class game drives, bush walks, and interpretive experiences that reflect the camp's brand and standards. The Head Guide oversees the guiding team, coordinates with camp management to align guest activities with operational requirements, ensures adherence to safety and conservation protocols, and maintains high levels of professionalism and guest engagement. A key ambassador for the camp, the Head Guide fosters an atmosphere of excellence, conservation awareness, and authentic African hospitality, ensuring each guest's safari is memorable, educational, and safe.

### KEY RESPONSIBILITIES

#### Guest Experience + Guiding Operations

- Lead game drives, guided walks, and interpretive experiences, ensuring exceptional guest satisfaction.
- Provide in-depth knowledge of local wildlife, ecosystems, culture, and conservation initiatives.
- Personalise guest experiences based on individual interests and expectations.
- Maintain a high standard of storytelling, communication, and guest engagement.

#### Leadership + Team Management

- Manage and mentor the guiding team, fostering professional growth and performance excellence.
- Develop training plans and conduct regular skills assessments for guides and trackers.
- Schedule guiding activities and ensure adequate coverage for all guest experiences.
- Enforce professional standards for appearance, behaviour, and guest interaction.

**Tswalu Kalahari Reserve (Pty) Ltd**

**T.** +27 53 781 9331 | **E.** [info@tswalu.com](mailto:info@tswalu.com) | **W.** [tswalu.com](http://tswalu.com)

**Farm Korannaberg 296, Van Zylsrus, 8467, South Africa | P.O. Box 1081, Kuruman, 8460, South Africa**

DIRECTORS: DAT LAMB (BRITISH) | DN MACFADYEN | CL OPPENHEIMER | JEM OPPENHEIMER | NF OPPENHEIMER  
INCORPORATED IN THE REPUBLIC OF SOUTH AFRICA | COMPANY REG NO 1968/001382/07 | VAT REG 4020125912

### **Safety + Compliance**

- Ensure all guiding operations adhere to safety, ethical, and environmental regulations.
- Conduct regular safety briefings and equipment checks.
- Stay updated on reserve protocols, wildlife behaviour trends, and first aid practices.

### **Operational + Administrative Duties**

- Liaise with the camp management team to align activities with guest itineraries and logistics.
- Manage and maintain guiding equipment, vehicles, and radios to operational standards.
- Keep accurate guiding records, wildlife sightings data, and incident reports.
- Assist with conservation projects, research initiatives, and community outreach as needed

### **QUALIFICATIONS + EXPERIENCE**

- FGASA Level 2 or higher (or equivalent recognised qualification).
- Valid PDP, First Aid Level 1 (or higher), and Rifle Competency Certificate.
- Minimum 5 years' guiding experience, with at least 2 years in a leadership or head guide role.
- Extensive knowledge of African flora, fauna, and conservation practices.
- Experience working in a luxury safari or 5-star hospitality environment.
- Strong communication skills in English (additional languages advantageous).

### **PERSONAL CHARACTERISTICS**

- Exceptional leadership and interpersonal skills.
- Strong organisational and time-management abilities.
- Professional appearance and high personal standards.
- Ability to remain calm and decisive in high-pressure situations.
- Passion for hospitality, conservation, and guest engagement.
- Flexible and adaptable to changing schedules and guest needs.

### **WHAT WE OFFER**

- A dynamic leadership role in a vibrant and unique environment.
- Opportunity to work within one of South Africa's most respected conservation brands.
- Competitive compensation and benefits package.
- A culture of innovation, collaboration, and hospitality excellence.
- Being part of a purpose-led organisation focused on meaningful impact.

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