



VACANCY ANNOUNCEMENT

The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) is an autonomous not-for-profit institution managed by the LION Trust. LION functions as the Orthopaedics and Neurosurgery Department of Kamuzu Central Hospital and provides high-quality public and private healthcare services in trauma, orthopaedics, and neurosurgery. The Institute's goal is to reduce disability and its economic impact on individuals, families, and communities in Malawi.

LION invites applications from suitably qualified and experienced individuals to fill the following position:

HAUKELAND HOUSE MANAGER (HHM)

Contract Period: Two (2) years, renewable subject to satisfactory performance.

Reports to: Finance Director

Job Summary

The Haukeland House Manager will be responsible for the overall management and efficient operation of Haukeland House, ensuring the provision of high-quality accommodation and hospitality services. The position oversees customer service, financial management, budgeting, human resource management, housekeeping, maintenance, procurement, inventory management, and facility administration. The Manager will supervise all guest house staff and ensure compliance with cleanliness, sanitation, safety, and security standards while promoting customer satisfaction and the sustainability of the facility.

Key Responsibilities

The successful candidate will be responsible for, but not limited to, the following:

- Ensuring excellent customer service for all guests.
- Preparing guest bills and accurately recording receipts and payments.
- Preparing monthly management and financial reports.
- Collaborating with LION Management to develop budgets and strategic plans for Haukeland House.
- Managing procurement and conducting regular stocktaking.

- Overseeing guest house security, including issuing and managing remote access devices.
- Maintaining accurate financial records and accounts for the facility.
- Supervising housekeeping staff, including training, scheduling, and performance management.
- Monitoring hospitality, housekeeping, maintenance, and gardening standards.
- Developing cleaning schedules and assigning tasks to housekeeping staff.
- Reviewing staff performance to ensure quality and operational efficiency.
- Ensuring compliance with occupational health and safety standards, including the proper use of protective clothing.
- Maintaining cordial working relationships with international partners.
- Building and maintaining positive relationships with guests, suppliers, and other LION departments.
- Reporting maintenance faults promptly to the Maintenance Department.
- Addressing guest complaints professionally and ensuring timely resolution.
- Managing inventories of supplies, equipment, linen, towels, and other guest house assets.
- Conducting regular inspections to ensure the facility remains clean, safe, and well maintained.
- Standing in for staff members when necessary to ensure uninterrupted service delivery.
- Ensuring laundry is cleaned, ironed, folded, and stored appropriately.
- Ordering supplies required for the smooth operation of Haukeland House.
- Maintaining accurate inventory records and conducting regular inventory counts and reconciliations against the system.
- Managing of guest house fleet, ensuring motor vehicles are properly serviced and licensed.
- Promoting efficient utilization of departmental resources.
- Ensuring all equipment is operational and arranging repairs where necessary.
- Coordinating processing of all required guest paperwork with regulating authorities (Medical Council, Immigration, Ministry of Health etc) as required
- Performing any other duties assigned by Management.

Qualifications and Experience

Applicants should possess:

- A Bachelor's Degree in Hospitality Management or an equivalent qualification.
- A minimum of three (3) years' relevant experience in a supervisory position within the hospitality or service industry.
- Demonstrated leadership ability, strong attention to detail, and a commitment to providing exceptional customer service.

A valid driver's license **Required Skills and Competencies**

- Excellent interpersonal and communication skills.
- Strong listening and negotiation skills.
- Good diplomacy and conflict-resolution skills.

- Strong report writing and record-keeping skills.
- Ability to communicate effectively in both spoken and written English.
- Good organisational and planning skills.
- Proficiency in basic computer applications, including Microsoft Office tools and any guest management software.

Personal Attributes

The ideal candidate should be:

- Passionate about delivering high-quality customer service.
- Friendly and approachable.
- Honest and trustworthy.
- Self-disciplined and dependable.
- Highly organised and proactive.
- Able to work under pressure with minimal supervision.

Application Procedure

Interested candidates who meet the above requirements should submit their application letter, detailed Curriculum Vitae (CV), and copies of relevant academic and professional certificates to:

The Human Resource Director,
LION Trust,
P.O. Box 31653,
Lilongwe.

Email: recruitment@lion.mw

Closing Date: 24 July 2026

Only shortlisted candidates will be contacted.