



RE-ADVERTISEMENT - HAUKELAND HOUSE MANAGER

ABOUT HAUKELAND HOUSE

Haukeland House (HH) is an accommodation facility associated with the Lilongwe Institute of Orthopaedics and Neurosurgery (LION), providing furnished, self-contained accommodation primarily for visiting medical professionals, partners and other guests associated with LION.

HH comprises eight independent flats, four of which are currently completed and operational. Guests may stay for several weeks or months, making HH a long-stay accommodation facility rather than a conventional hotel or guest house.

The facility has two cleaners and one gardener, in addition to the HH Manager, with support from a consultant. The Manager is therefore expected to be proactive, hands-on and actively involved in maintaining the overall operation, condition and standards of the facility.

LION invites applications from suitably qualified and experienced individuals for:

HAUKELAND HOUSE MANAGER (HHM)

Contract: Two (2) years, renewable subject to satisfactory performance
Reports to: Finance Director

JOB SUMMARY

The Haukeland House Manager is responsible for the overall day-to-day management, administration and upkeep of Haukeland House. The role includes ensuring that the flats, common areas, furniture, equipment and grounds are well maintained; providing a safe and comfortable environment for guests; supervising staff; managing supplies, assets and finances; and coordinating maintenance, security, service providers and other operational matters.

This is a varied and active role requiring a Manager who takes a genuine interest in the day-to-day operation of Haukeland House, notices what needs attention and is willing to become practically involved when necessary. The Manager must demonstrate strong attention to detail, identify problems early, take appropriate action and ensure that agreed tasks are followed through to completion.

KEY RESPONSIBILITIES

1. Facility and Maintenance Management

- Conduct regular inspections of flats, common areas and grounds and identify maintenance, repair and replacement needs.
- Monitor the condition of furniture, appliances, plumbing, electrical installations, linen and other HH assets.
- Take a preventive approach to maintenance and identify problems before they become serious or costly.
- Assess the nature and urgency of maintenance issues and propose appropriate solutions, including whether work can be handled by the LION Maintenance Team or requires specialist or external assistance.
- Coordinate agreed maintenance and repairs with the LION Maintenance Team, contractors and service providers, as appropriate.
- Monitor workmanship, ensure that work has been completed satisfactorily, follow up outstanding or unsatisfactory work, and maintain records of significant repairs and recurring problems.
- Monitor guest use of facilities and provide guidance where use may result in damage.

2. Guest and Accommodation Management

- Ensure flats are clean, safe, comfortable and ready for incoming guests.
- Coordinate guest arrivals and departures and provide information on house rules and facilities.
- Maintain professional communication with long-stay guests, respond appropriately to concerns, manage expectations and follow up issues requiring action.
- Monitor flats during extended stays while respecting guest privacy.
- Address breaches of house rules promptly and appropriately.
- Maintain guest confidentiality and seek guidance from LION Management when necessary.
- Maintain positive relationships with guests, LION, international partners and visiting professionals.

3. Immigration and Guest Documentation

- Support documentation and applications relating to residence permits, work permits and other requirements for international guests.
- Ensure documentation is complete, properly recorded and submitted within required timelines.
- Follow up outstanding documentation with guests, LION departments and relevant authorities.

4. Housekeeping and Laundry

- Supervise housekeeping staff and maintain agreed cleaning standards.
- Establish and maintain cleaning routines based on occupancy and operational needs.
- Ensure proper cleaning, laundry, linen handling and storage.
- Conduct quality checks and address shortcomings promptly.

5. Staff Management

- Supervise, organise and support HH staff.

- Allocate duties, prepare schedules and provide practical guidance and training.
- Monitor performance and address performance or conduct issues in accordance with LION procedures.
- Promote accountability, teamwork and efficiency.
- Provide hands-on operational support when necessary, particularly during staff absence or periods of increased workload.

6. Procurement, Inventory and Asset Management

- Procure supplies in accordance with LION procedures and maintain appropriate stock levels.
- Maintain accurate inventories of supplies, linen, furniture, kitchenware, equipment and other HH assets.
- Monitor asset condition, losses, damage and replacement requirements.
- Ensure responsible and efficient use of HH resources.

7. Financial Administration

- Prepare guest bills and maintain accurate records of income, expenditure and supporting documentation.
- Prepare regular financial and management reports and contribute to budgets and operational plans.

8. Security and Fleet Management

- Oversee day-to-day security arrangements and report concerns to the appropriate security provider and LION Management.
- Ensure access to HH is limited to authorised persons and provide guests with relevant security information.
- Manage the HH fleet and ensure vehicles are serviced, maintained, licensed and properly recorded.

9. Coordination and Communication

- Maintain effective working relationships with LION Management and relevant departments, HH staff, guests, international partners, contractors, suppliers, service providers and authorities.
- Communicate clearly, raise issues early, exercise initiative and ensure agreed actions are followed through to completion.

QUALIFICATIONS AND EXPERIENCE

Applicants should possess:

- A Bachelor's Degree in Hospitality Management or another field relevant to the position.
- At least three (3) years' relevant work experience. Experience in hospitality, accommodation, facilities/property management, operations or a related service environment will be an advantage.
- A valid driver's licence is an added advantage.

REQUIRED SKILLS AND COMPETENCIES

- A practical, proactive and hands-on approach, with a genuine interest in a varied and active management role.
- Strong attention to detail and pride in maintaining the condition and standards of the property.
- Good judgement in identifying, prioritising and resolving maintenance and operational issues.
- Ability to coordinate and follow up maintenance and repair work.
- Strong organisational, administrative, record-keeping and reporting skills.
- Ability to supervise, guide and support staff effectively.
- Good financial and resource-management awareness.
- Ability to work independently, take initiative and recognise when consultation with LION Management is required.
- Strong interpersonal skills and a professional approach to long-stay and international guests.
- Willingness and capacity to learn and develop in areas where the candidate may have limited previous experience.
- Reliability, integrity and a strong sense of responsibility.

APPLICATION PROCEDURE

Interested candidates meeting the above requirements should submit a motivation letter explaining why they are interested in this particular role, what relevant experience they would bring to it, and why they believe they would be well suited to a varied and hands-on management position.

Applications should include a detailed CV, copies of relevant academic and professional certificates and, where applicable, a copy of the applicant's driver's licence, and should be submitted to:

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

Email: recruitment@lion.mw

Closing Date: 23 October 2026

This is a re-advertisement. Candidates who previously applied are welcome to re-apply.