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## CAREER OPPORTUNITY

### HEAD OF OPERATIONS (Reference: SITL/HOO/2024)

SIT Leisure Limited (“SITL”), a wholly-owned subsidiary of the Sugar Investment Trust (“SIT”), is the owner of a water-themed attraction park, situated at Belle Mare (Splash n Fun Leisure Park).

**Applications are invited from high calibre, enthusiastic, talented and dynamic professional for the post of Head of Operations for the Splash n Fun Leisure Park at Belle Mare.**

#### A. GENERAL DESCRIPTION

The Head of Operations will be reporting to the Chief Executive Officer of the SIT Group and will be responsible for the overall management of the day-to-day operations of the Splash n Fun Leisure Park.

#### B. QUALIFICATIONS

A degree in Management or Hospitality Management or an equivalent qualification acceptable to the Company.

**Note: Candidates having a Master’s Degree would have an advantage.**

#### C. CANDIDATE PROFILE

- (i) reckon at least five (5) years’ working experience at Senior Management Level;
- (ii) possess both strong and effective oral and written communication as well as presentation/negotiation skills;
- (iii) be trustworthy and able to adopt a multi-disciplinary approach to problem-solving;
- (iv) be versatile and adaptable to different work situations and conditions;
- (v) have a high degree of professional ethics, integrity and confidentiality;
- (vi) demonstrate sound knowledge of operational, procurement and bidding procedures and regulations;
- (vii) be computer literate; and
- (viii) have a strong command of English and French language.

#### D. REMUNERATION

An attractive salary package which will be commensurate with qualifications and experiences.

## E. JOB SPECIFICATION

1. To manage the Splash n Fun Leisure Park efficiently in line with the International Standards and Practices which are geared to ensure the safety and satisfaction of visitors.
2. To assist in the recruitment of personnel to ensure that their professional competence, attitude and behaviour are in accordance with the practices of the company.
3. To ensure that the personnel are trained, well-groomed and appropriately uniformed at all times while on duty in order to maintain the standard of the Company.
4. To ensure that the personnel follow the Company guidelines and local legislation in the discharge of their duties and responsibilities.
5. To conduct frequent and thorough inspection of all operations of the Splash n Fun Leisure Park.
6. Financial:
  - (i) To set-up with the Management Team a yearly Business Plan, in order to ensure that it is measurable and achievable, monitored and amended at regular intervals.
  - (ii) Review monthly financials with the management team and ensure that actual results are in line with budget and/or forecasts.
  - (iii) Work with the financial team to create realistic forecasts for the business bi-monthly.
  - (iv) To provide updated information relating to financial results (budget versus actual) in sales and cost areas in order to ensure that sales and profit are maximized.
7. Customer Satisfaction:
  - (i) To verify that the best products are used in the operation in order to ensure customers satisfaction.
  - (ii) To verify, that customers are receiving the best service in order to ensure that customers are satisfied.
  - (iii) To assist the Personnel in being creative to ensure that the highest level of quality and customers expectation is achieved.
  - (iv) Be up to date with current perceptions through monthly analysis of customers comment cards and make necessary changes if needed to improve service levels.
8. Sales & Marketing:
  - (i) To ensure that a Sales & Marketing annual plan is in place and supports the set objectives for the business.
  - (ii) Set pricing for all segments.
  - (iii) To fully understand the market needs and desires for individual operations in order to ensure that the relevant products are developed by the Management Team accordingly.
  - (iv) Ensure that regular benchmarking of the competition is done to ensure that the Splash n Fun Leisure Park stays competitive.
9. Flexibility/Initiative: the ability to work long hours including but not limited to weekends and Public Holidays.

10. Team Work:

- (i) To conduct regular communication meetings with the Personnel and to participate in relevant meetings which are business related in order to keep up with the demand of business.
- (ii) To spend time in various operations in order to ensure that the operation is managed well by the Management team and functions properly to the fullest expectations.
- (iii) To maintain a positive, upbeat demeanour in order to set the tone for the rest of the Management Team and all Human Resources.

11. To perform other duties that management may request from time to time.

**F. MODE OF APPLICATION:**

Candidates should send their applications duly accompanied by photocopies of their certificates/references, Curriculum Vitae by registered post not later than **Tuesday 11<sup>th</sup> June 2024 by 16:30hrs** to the Team Leader - HR/Admin, Sugar Investment Trust, Ground Floor, NG Tower, Ebène, 72201.

Envelopes should be clearly marked with the respective post applied on the top left corner.

**Notes:**

- Candidates may be requested to submit a Certificate of Character;
- Salary in respect of the above-mentioned posts will be negotiable;
- Late applications and applications sent by email will not be considered;
- Only the best candidates will be called for an interview; and
- SIT Leisure Limited reserves the right not to make any appointment following this advertisement.

Date: 10<sup>th</sup> May 2024