



*Empowering women and girls*

**The Young Women's Christian Association (YWCA) of Kenya** is a membership-based, non-governmental organization committed to empowering women and girls. Through our social enterprise facilities—including accommodation services (hostels, serviced apartments, and rental flats), conferencing, and parking services, YWCA generates income that supports programs aimed at strengthening communities and positively impacting the lives of women and girls across Kenya.

We invite applications from suitably qualified and experienced candidates to fill the position below:

## **ADVERTISEMENT**

**JOB TITLE:** Senior Hospitality Officer  
**POSITIONS:** One (1)  
**DUTY STATION:** YWCA Headquarters, Nairobi  
**REPORTS TO:** National General Secretary

### **Key Responsibilities**

#### **1. Hospitality Operations Management**

- Oversee the day-to-day operations of YWCA accommodation facilities, including hostels, serviced apartments, and rental flats.
- Manage conferencing and parking services to ensure efficiency and profitability.
- Ensure high standards of cleanliness, safety, maintenance, and customer service across all facilities.
- Monitor occupancy levels and implement strategies to optimize revenue and utilization.
- Coordinate preventive and corrective maintenance of facilities and equipment.

#### **2. Supervision and Staff Management**

- Supervise hospitality staff, including front office, housekeeping, maintenance, security, and support teams.
- Prepare duty rosters and ensure adequate staffing levels.
- Conduct performance appraisals and provide coaching to enhance service delivery.
- Promote teamwork, accountability, and adherence to YWCA values and corporate culture.

#### **3. Revenue Growth and Client Relations**

- Develop and implement strategies to increase occupancy and conference bookings.
- Maintain strong relationships with corporate clients, NGOs, travel agents, and long-term tenants.
- Manage and respond to online booking platforms and customer reviews (e.g., Booking.com, TripAdvisor).
- Support marketing initiatives to enhance the visibility and competitiveness of YWCA facilities.

#### **4. Financial and Administrative Management**

- Assist in preparing and managing hospitality budgets.
- Monitor income and expenditure to ensure profitability of hospitality cost centers.
- Oversee billing processes, debt follow-up, and accurate record keeping.
- Prepare and submit monthly, quarterly, and annual performance reports to Management.

## 5. Compliance and Quality Assurance

- Ensure compliance with health, safety, and statutory regulations.
- Implement and maintain standard operating procedures.
- Address customer complaints promptly and professionally.
- Ensure effective risk management within hospitality operations.

## 6. Strategic Support

- Contribute to the development of sustainable business models for YWCA's income-generating facilities.
- Benchmark hospitality best practices and recommend improvements.
- Perform any other duty assigned from time to time.

## Minimum Qualifications and Experience

- Bachelor's Degree in Hospitality Management, Hotel Management, Business Administration, or related field. OR Higher Diploma/Diploma in Hospitality Management with at least five (5) years' relevant experience.
- Minimum of three (3)–five (5) years' experience in hospitality operations or hotel management.
- Proven experience supervising staff and managing revenue-generating facilities.
- Experience in serviced apartments, hostels, or conference facility management will be an added advantage.
- Proficiency in MS Office applications

## How to Apply

Interested and qualified candidates are invited to submit their application letter and detailed curriculum vitae to: [recruitment@ywcakenya.org](mailto:recruitment@ywcakenya.org) . Applications should be received on or before 27<sup>th</sup> February 2026.

Please note that applications will be reviewed on a rolling basis, and the position may be filled before the closing date. Only shortlisted candidates will be contacted.

**DISCLAIMER** : YWCA **does NOT** charge any fee whatsoever for application, processing, interviewing or securing employment.