

Private Island

Mini Eco-Resort

Operations Manager

Role Available - Now Hiring



Dany Island

Eco-Resort

East Coast Santo, Vanuatu

www.danyisland.com

Overview

Dany Island is a forward-thinking eco-tourism mini-resort located off the east coast of Santo, Vanuatu. Surrounded by pristine tropical reefs and a nesting site for sea turtles, the island offers a unique blend of barefoot luxury and sustainability. The resort features six brand new beachfront bungalows, a tiki bar and café, and a growing reputation for exceptional guest experiences. The surrounding waters are a government-protected marine sanctuary belonging to Dany Island.

This unique development is moving from strength-to-strength and we are now seeking a dependable, hands-on **Operations Manager** to lead daily operations. Whilst it's a paradise location - this role is not for someone looking for a holiday or stepping-stone. It requires daily commitment, energy, consistency, accountability, and strong presence on the island.



Key Responsibilities

- Lead the day-to-day operations of the resort, personally ensuring smooth and high-quality guest experiences
- Be visible and present during guest operations – setting a prime example for customer service and holding the staff to the highest standards
- Oversee the tiki bar and kitchen including operations, accounts and the FnB manager (responsible for stock, service quality, and compliance with food safety standards)
- Manage tour bookings and accommodation bookings via Property Management System / Channel Management Software (*Cloudbeds*) and liaise with wholesalers, travel agents, and direct customers
- Manage, organise and host guest activities including snorkelling, kayaking, surfing, eco-tours, and cultural experiences
- Supervise and support the local team (guest relations, FnB, housekeeping, grounds, and maintenance).
- Handle maintenance oversight and basic repairs (power, water, boats, etc) both proactively and reactively
- Ensure ongoing compliance with all licences, permits, health and safety standards, and eco-tourism commitments
- Monitor budgets, expenses, and operational performance, reporting directly to the owner
- Take personal responsibility for guest issues and resolve them promptly
- Organise and manage events on the island, such as private functions, tours, or corporate retreats
- Absolute firmness on boundaries of the marine sanctuary and the conservation rules that apply within - document and report any offenders accordingly
- Act as an ambassador for the island's reputation for exceptional customer experience and its eco-tourism mission, building the resort's reputation as a destination for sustainable, barefoot luxury travel

Required Skills and Qualifications:

- Proven experience in hotel or resort management, preferably in a remote setting, with a focus on hospitality and guest services (Minimum 5 years)
- Ability to handle logistics in a remote setting, including inventory management, supply chain coordination, and troubleshooting operational challenges
- Excellent hands-on leadership and staff management skills, with the ability to train, mentor, and motivate a diverse team in a small, remote location
- Reliability and consistency – thrives on responsibility and follows through every day
- Strong organisational and multitasking abilities, able to manage multiple facets of resort operations simultaneously
- Familiarity with eco-tourism practices and a passion for sustainable travel and environmental conservation
- Ability to handle basic maintenance tasks, with an understanding of how to maintain and troubleshoot common island infrastructure (eg) generators, solar systems, water systems, septic systems, basic boats
- Knowledge of food and beverage operations, including managing stock, staff, and kitchen and bar logistics
- Experience working in a customer-facing role, with outstanding communication, conflict resolution, and problem-solving skills to handle guest inquiries and complaints
- Financial management skills, including budgeting, cost control, and revenue forecasting, to ensure the profitability of the resort
- Native/Fluent in written and spoken English
- Experience with tourism wholesalers and OTA systems, and proficient in using common office software (eg) Excel, Word
- Ability to thrive in a remote, tropical environment and work independently with minimal supervision
- CPR/First Aid certification or willingness to obtain it, and knowledge of basic health and safety practices.
- A flexible, hands-on approach, with the ability to personally step into any role when needed to ensure seamless guest experience and operational continuity.
- Applicants must confirm their ability to obtain a Vanuatu work permit and commit to a minimum 12-month term.

What's in place

A core local team:

- Guest Relations
- FnB
- Housekeeping
- Caretaking

Facilities:

- Operations Manager's residence on the island
- Front office
- Tiki bar/café
- Visitor facilities (toilets, outdoor shower)
- Solar power and back-up Generator
- High-speed Starlink internet
- Live video surveillance system
- Island boat and mainland Hilux utility truck for work purposes



Certified Marine Sanctuary (CCA):

Dany Island is Santo's official marine sanctuary and is going through an exciting phase as it grows into a mini eco-resort.

The island is also highly regarded by tourists (who are predominantly from Australia and New Zealand) who visit on packaged day tours to Dany Island including:

- High quality snorkelling around the island
- Surfing on the island's surf break
- Watching the sea turtles lay their eggs and hatch on the island

Dany Island and its surrounding coral reefs is a government-protected marine sanctuary (conservation zone).



Infrastructure

Dany Island consists of:

- 6 beachfront self-contained studio bungalows for tourists
- Operation Manager's residence
- Front office
- Tiki bar/cafe
- Visitor's toilet/outdoor-shower block
- Local-style caretaker's residence/local kitchen
- Power room (solar, back up generator, laundry, storage)
- High Speed Satellite internet - Starlink
- Live video surveillance system (for viewing by the owner and the operations manager)



Location and Benefits:

- The successful applicant will live on-site, with accommodation provided on Dany Island. The island is a short 10-minute boat ride (1.5km) from the mainland (Turtle Bay) where there is an established resort which has a direct view of Dany Island.
- At Turtle Bay there is also a mainland block owned by Dany Island (containing a local staff member's house) which is used as the mainland location for our boats to come and go. It is a 20-minute drive from Lugnaville town centre and the international airport
- Access to the business's boat and road vehicle (Hilux utility truck) is included for work purposes
- Daily meals included
- Utilities included (electricity, water, gas)
- The island has phone and strong internet coverage, allowing you to stay connected while living remotely

Salary:

Competitive salary commensurate with experience, plus accommodation, meals, and utilities.

Applications:

At our core, we believe leadership is built on **personal accountability, passion** and **integrity**. We're looking for individuals who embody these qualities in everything they do.

If you're seeking a lifestyle retreat or short-term stopover, this will not be the right role. We're looking for someone ready to commit fully to the responsibility of managing a marine sanctuary and eco-resort.

Applications are welcome from individuals or couples with complementary hospitality experience.

Apply by Email: dany@vanuatu.com.au

Use Subject Line: "Operations Manager Job Application"

Include: CV, cover letter, and at least two referees from prior hospitality or resort management roles

