

# ICON SPACES

STATE LODGE · CHONGWE

*Think. Relax. Lead.*

Reserved for Excellence.

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## CAREER OPPORTUNITIES — ROLE PROFILES

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A division of ICON Management Solutions

**Application deadline: Tuesday, 6 October 2026**

Apply: [info@iconmsgroup.com](mailto:info@iconmsgroup.com)

# About ICON SPACES

ICON SPACES is a purpose-built executive environment established under ICON Management Solutions. From our flagship address at State Lodge, we bring together corporate training suites, executive accommodation, 5-star dining, curated relaxation and private events under one address. No other offering in Zambia combines all five at this level of quality and intentionality.

The Lodge offers three conference suites for 30, 40 and 70 delegates, 10 executive guest rooms, a pool and pool bar, sauna, gym, private cinema and landscaped grounds. Our clients are HR and L&D teams, C-suite executives and development organisations: people who come here to think, train, decide and lead.

We are building our founding team: people who take pride in every detail, practise hospitality rather than perform it, and want to grow with a brand that is setting a new standard in Zambia.

## Our core values

- **Service Excellence:** From the first enquiry to the final farewell, excellence is our baseline, not an aspiration.
- **People First:** Every decision begins with one question: how does this serve our client?
- **Authenticity:** We do not perform hospitality. We practise it. Our warmth is genuine and our commitments are kept.
- **Discretion:** The conversations held within ICON SPACES stay within ICON SPACES.
- **Intentionality:** Nothing here happens by accident. Every detail is chosen deliberately in service of excellence.

## Open positions

| # | Position                                                      | Positions | Level             |
|---|---------------------------------------------------------------|-----------|-------------------|
| 1 | <a href="#"><u>Lodge Manager</u></a>                          | 1         | Senior management |
| 2 | <a href="#"><u>Corporate Sales &amp; Events Manager</u></a>   | 1         | Management        |
| 3 | <a href="#"><u>Head Chef</u></a>                              | 1         | Management        |
| 4 | <a href="#"><u>Finance &amp; Admin Officer</u></a>            | 1         | Officer           |
| 5 | <a href="#"><u>Guest Relations / Front Office Officer</u></a> | 2         | Officer           |
| 6 | <a href="#"><u>Housekeeping Supervisor</u></a>                | 1         | Supervisor        |
| 7 | <a href="#"><u>Waiter / Waitress</u></a>                      | 3         | Operational       |
| 8 | <a href="#"><u>Room Attendant</u></a>                         | 3         | Operational       |
| 9 | <a href="#"><u>Kitchen Steward</u></a>                        | 1         | Operational       |

Tap or click a role title to go straight to its profile.

## Lodge Manager

|                            |                                              |
|----------------------------|----------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)  |
| <b>Positions available</b> | 1                                            |
| <b>Reports to</b>          | Managing Director, ICON Management Solutions |
| <b>Employment type</b>     | Full-time, permanent (probation applies)     |

### Role purpose

Lead ICON SPACES – State Lodge day to day and own the guest experience from first enquiry to final farewell. You will build and lead the founding team, protect the ICON SPACES standard and run the Lodge profitably.

### Key responsibilities

- Oversee all Lodge operations: front office, housekeeping, food and beverage, conference suites, relaxation facilities, maintenance and security
- Recruit, train, schedule and motivate the team, and set clear service standards and SOPs
- Personally host VIP and C-suite groups and make sure every stay is flawless
- Prepare and manage the operating budget, control costs and report monthly performance
- Work with the Corporate Sales & Events Manager to plan occupancy and deliver events
- Manage suppliers, stock controls, procurement and service contracts
- Ensure compliance with health, safety, food hygiene, fire and licensing requirements
- Handle guest feedback and complaints quickly and professionally
- Keep the property, gardens, pool, gym, sauna and cinema in immaculate condition, including solar power and borehole water systems

### Qualifications and experience

- Degree or diploma in Hospitality Management, Hotel Management, Business or a related field
- At least 5 years' experience in a hotel, lodge or guest house, including 2+ years in a management role
- Experience in a 4- or 5-star or boutique high-end property is strongly preferred
- Working knowledge of budgeting, P&L and staff management
- Proficient in Microsoft Office; experience with a hotel booking/property management system is an advantage
- Valid driver's licence

### Key competencies

- Strong leadership that sets the tone for the whole team
- Obsessive attention to detail and high standards
- Excellent communication and executive-level presence
- Calm problem-solving under pressure
- Commercial awareness and cost discipline
- Integrity and absolute discretion

### What will make you stand out

- Experience hosting board retreats, executive conferences or diplomatic guests
- A track record of opening or relaunching a property
- Additional short courses in revenue management, food safety or customer service

**Email subject line:** APPLICATION – LODGE MANAGER – [Your Full Name]

[How to apply >](#)

## Corporate Sales & Events Manager

|                            |                                                         |
|----------------------------|---------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)             |
| <b>Positions available</b> | 1                                                       |
| <b>Reports to</b>          | Lodge Manager (with a reporting line to IMS leadership) |
| <b>Employment type</b>     | Full-time, permanent (probation applies)                |

### Role purpose

Fill the Lodge with the right clients. You will win corporate bookings for training, strategy sessions, executive retreats, VIP stays and private events, then make sure every engagement is delivered to the ICON SPACES standard.

### Key responsibilities

- Win corporate clients across our three audiences: HR and L&D teams (banks, telecoms, mining, FMCG), C-suite and senior executives, and development organisations (UN agencies, embassies, DFIs and NGOs)
- Build and manage a sales pipeline and reach agreed monthly revenue targets
- Prepare proposals, quotations and packages (including Day Delegate packages) and negotiate contracts
- Run site visits and presentations for decision-makers and HR/training managers
- Plan events end to end across our three conference suites (30, 40 and 70 delegates): agendas, room set-up, catering, AV, accommodation and extras
- Coordinate the kitchen, service and housekeeping teams on each event
- Maintain a client database and follow up for repeat business and referrals
- Collect client feedback after each event and report on sales performance
- Support marketing with client stories, packages and promotions

### Qualifications and experience

- Degree or diploma in Marketing, Sales, Business, Hospitality or Events Management
- At least 3 years in corporate sales, conference sales or events management
- Proven record of meeting sales targets
- An existing network of corporate contacts in Lusaka is a strong advantage
- Proficient in Microsoft Office and comfortable with CRM tools and presentations
- Valid driver's licence

### Key competencies

- Confident, polished communicator in person and in writing
- Strong negotiation and closing skills
- Excellent organisation and multitasking
- Relationship builder who follows through
- Creative problem-solver on the day of an event
- Results-driven and self-motivated

### What will make you stand out

- Experience selling hotel conference packages or corporate retreats
- Background in HR, training or learning and development services
- Understanding of team-building and executive coaching programmes
- Experience working with procurement shortlists and RFPs for international organisations

**Email subject line:** APPLICATION – CORPORATE SALES & EVENTS MANAGER – [Your Full Name]  
[How to apply >](#)

## Head Chef

|                            |                                             |
|----------------------------|---------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka) |
| <b>Positions available</b> | 1                                           |
| <b>Reports to</b>          | Lodge Manager                               |
| <b>Employment type</b>     | Full-time, permanent (probation applies)    |

### Role purpose

Lead the Lodge kitchen and deliver a curated dining experience for executives and delegations. Every working breakfast, Day Delegate lunch, tea break and private dinner should be an extension of the executive experience, not an afterthought.

### Key responsibilities

- Design seasonal menus that blend international cuisine with refined Zambian dishes
- Prepare and plate food to a consistent 5-star standard
- Cater for private dinners, working breakfasts, Day Delegate lunches and tea breaks for groups of up to 70
- Manage special diets and allergies safely (vegetarian, halal, gluten-free and others)
- Order and control stock, manage food costs and reduce waste
- Maintain the highest standards of kitchen hygiene and food safety
- Train and supervise the kitchen steward and any support cooks
- Work with the Events Manager on menus and quotes for each booking
- Build relationships with reliable local suppliers and farmers

### Qualifications and experience

- Diploma or certificate in Culinary Arts, Food Production or Professional Cookery
- At least 5 years' kitchen experience, including 2+ years as Head Chef, Chef de Cuisine or Sous Chef
- Experience in a high-end hotel, lodge or fine-dining restaurant
- Sound knowledge of food safety and HACCP principles
- Valid food handler's medical certificate (or willingness to obtain one before starting)

### Key competencies

- Creativity and a strong sense of presentation
- Consistency and discipline in the kitchen
- Leadership and the ability to train others
- Cost and stock control
- Works calmly under time pressure
- Cleanliness and organisation

### What will make you stand out

- A portfolio of dishes (photos) you can share at interview
- Pastry and baking skills
- Experience cooking for VIP, diplomatic or executive guests

**Email subject line:** APPLICATION – HEAD CHEF – [Your Full Name]

[How to apply >](#)

## Finance & Admin Officer

|                            |                                                      |
|----------------------------|------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)          |
| <b>Positions available</b> | 1                                                    |
| <b>Reports to</b>          | Lodge Manager (with a reporting line to IMS Finance) |
| <b>Employment type</b>     | Full-time, permanent (probation applies)             |

### Role purpose

Keep the Lodge's money and paperwork accurate and in order. You will handle invoicing, payments, payroll support, stock records and administration so the team can focus on guests.

### Key responsibilities

- Raise invoices, record payments and follow up on outstanding client balances
- Process supplier payments and keep petty cash under control
- Maintain accurate books and prepare monthly financial reports
- Support payroll, NAPSA, NHIMA and PAYE returns and other statutory submissions
- Run monthly stock counts with the kitchen and housekeeping teams
- Manage purchase orders and check deliveries against invoices
- Keep staff files, contracts, leave and attendance records
- Handle general administration, filing and correspondence

### Qualifications and experience

- Diploma or degree in Accounting or Finance; ZICA Technician or progress towards ZICA/ACCA is an advantage
- At least 3 years in an accounts or finance-and-admin role
- Working knowledge of Zambian tax and statutory requirements (ZRA, NAPSA, NHIMA)
- Proficient in Excel and an accounting package such as Sage, QuickBooks or Pastel

### Key competencies

- Accuracy and attention to detail
- Honesty and trustworthiness
- Strong organisation and record-keeping
- Confidentiality
- Clear reporting and communication

### What will make you stand out

- Experience in a hotel, lodge or hospitality business
- Experience with hotel booking or point-of-sale systems
- HR administration experience

**Email subject line:** APPLICATION – FINANCE & ADMIN OFFICER – [Your Full Name]

[How to apply >](#)

## Guest Relations / Front Office Officer

|                            |                                                       |
|----------------------------|-------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)           |
| <b>Positions available</b> | 2                                                     |
| <b>Reports to</b>          | Lodge Manager                                         |
| <b>Employment type</b>     | Full-time, permanent (shift work, including weekends) |

### Role purpose

Be the first and last impression of ICON SPACES. You will welcome guests, manage reservations and check-ins, and make every guest feel known and cared for.

### Key responsibilities

- Welcome guests warmly and handle check-in and check-out smoothly
- Manage reservations, room allocation and guest records
- Answer calls, emails and WhatsApp enquiries promptly and professionally
- Coordinate guest requests with housekeeping, kitchen and the driver
- Arrange transfers, facility bookings (cinema, sauna, gym, pool) and other concierge requests
- Handle guest bills and payments accurately
- Resolve guest concerns and escalate where needed
- Keep the reception area immaculate and prepare shift handover notes

### Qualifications and experience

- Diploma or certificate in Hospitality, Front Office Operations, Tourism or Customer Service
- At least 2 years in hotel front office, guest relations or corporate reception
- Excellent spoken and written English; another language is an advantage
- Computer literate; experience with a hotel booking system is an advantage
- Grade 12 certificate with credits in English and Mathematics

### Key competencies

- Warm, professional presence and excellent grooming
- Clear, confident communication
- Patience and problem-solving
- Multitasking and organisation
- Discretion with guest information

### What will make you stand out

- Experience serving VIP or executive guests
- Experience with cash handling and point-of-sale systems
- A second language such as French or Chinese

**Email subject line:** APPLICATION – GUEST RELATIONS / FRONT OFFICE OFFICER – [Your Full Name]  
[How to apply >](#)

## Housekeeping Supervisor

|                            |                                                       |
|----------------------------|-------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)           |
| <b>Positions available</b> | 1                                                     |
| <b>Reports to</b>          | Lodge Manager                                         |
| <b>Employment type</b>     | Full-time, permanent (shift work, including weekends) |

### Role purpose

Keep all 10 executive guest rooms and every public space at 5-star standard. You will lead the room attendants and make sure every room is perfect before a guest walks in.

### Key responsibilities

- Plan and allocate daily cleaning schedules for guest rooms, conference suites, the gym, sauna, cinema, patios and public areas
- Inspect every room before guest arrival using a detailed checklist
- Train and supervise room attendants and laundry work
- Manage linen, amenities and cleaning supplies, including stock counts and orders
- Report maintenance issues and follow them through to completion
- Handle lost-and-found items and special guest requests
- Maintain hygiene, safety and chemical-handling standards

### Qualifications and experience

- Certificate or diploma in Housekeeping, Accommodation Operations or Hospitality
- At least 3 years' housekeeping experience, including 1+ year as a supervisor
- Experience in a 4- or 5-star hotel or premium lodge preferred
- Grade 12 certificate

### Key competencies

- Exceptional attention to detail
- Leadership and team training
- Organisation and time management
- Integrity and trustworthiness
- Physical stamina

### What will make you stand out

- Knowledge of laundry operations and fabric care
- Experience opening a new property
- Experience with housekeeping software or checklists

**Email subject line:** APPLICATION – HOUSEKEEPING SUPERVISOR – [Your Full Name]

[How to apply >](#)

## Waiter / Waitress

|                            |                                                                    |
|----------------------------|--------------------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)                        |
| <b>Positions available</b> | 3                                                                  |
| <b>Reports to</b>          | Lodge Manager (and Head Chef for kitchen service)                  |
| <b>Employment type</b>     | Full-time, permanent (shift work, including weekends and evenings) |

### Role purpose

Deliver polished, discreet, butler-style food and beverage service to senior guests at meals, meetings and private events.

### Key responsibilities

- Set up the dining room, meeting rooms and coffee stations to standard
- Serve breakfast, lunch, dinner and event meals using fine-dining service techniques
- Serve drinks at meals, events and the pool bar, including basic bar and barista service
- Know the menu, including ingredients and allergens
- Serve conference suites and tea breaks quietly without disrupting sessions
- Clear, clean and reset areas after service
- Handle guest bills accurately where required

### Qualifications and experience

- Certificate in Food and Beverage Service or Hospitality (or equivalent experience)
- At least 1–2 years' waiting experience in a hotel, lodge or quality restaurant
- Grade 12 certificate
- Good spoken English
- Valid food handler's medical certificate (or willingness to obtain one)

### Key competencies

- Excellent grooming and posture
- Friendly, attentive and discreet manner
- Teamwork
- Quick and careful under pressure
- Good memory for guest preferences

### What will make you stand out

- Silver service or fine-dining experience
- Barista or bartending skills
- Experience serving VIP or corporate events

**Email subject line:** APPLICATION – WAITER / WAITRESS – [Your Full Name]

[How to apply >](#)

## Room Attendant

|                            |                                                       |
|----------------------------|-------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)           |
| <b>Positions available</b> | 3                                                     |
| <b>Reports to</b>          | Housekeeping Supervisor                               |
| <b>Employment type</b>     | Full-time, permanent (shift work, including weekends) |

### Role purpose

Prepare and maintain guest rooms and public areas to a spotless 5-star standard.

### Key responsibilities

- Clean and prepare guest rooms, bathrooms, conference suites and relaxation areas to checklist standard
- Make beds and replace linen, towels and amenities
- Complete turndown service in the evenings
- Handle laundry and ironing as assigned
- Report maintenance issues, damages and lost-and-found items
- Use cleaning chemicals and equipment safely
- Respect guest privacy and property at all times

### Qualifications and experience

- Grade 9 or Grade 12 certificate
- A housekeeping certificate is an advantage
- At least 1 year's experience in a hotel, lodge or guest house
- Basic English

### Key competencies

- Thoroughness and attention to detail
- Honesty and trustworthiness
- Reliability and punctuality
- Teamwork
- Physical stamina

### What will make you stand out

- Experience in a 5-star hotel or premium lodge
- Laundry and ironing skills
- Knowledge of turndown service

**Email subject line:** APPLICATION – ROOM ATTENDANT – [Your Full Name]

[How to apply >](#)

## Kitchen Steward

|                            |                                                       |
|----------------------------|-------------------------------------------------------|
| <b>Location</b>            | ICON SPACES – State Lodge, Chongwe (Lusaka)           |
| <b>Positions available</b> | 1                                                     |
| <b>Reports to</b>          | Head Chef                                             |
| <b>Employment type</b>     | Full-time, permanent (shift work, including weekends) |

### Role purpose

Keep the kitchen clean, safe and running smoothly so the chef can deliver outstanding food.

### Key responsibilities

- Wash and sanitise dishes, cutlery, glassware, pots and kitchen equipment
- Keep the kitchen, storerooms and waste areas clean and hygienic
- Help with basic food preparation such as washing and peeling vegetables
- Receive deliveries and help with stock rotation
- Handle waste disposal and recycling correctly
- Follow food safety and chemical-handling procedures

### Qualifications and experience

- Grade 9 or Grade 12 certificate
- At least 1 year's experience in a hotel or restaurant kitchen is an advantage
- Valid food handler's medical certificate (or willingness to obtain one)

### Key competencies

- High standards of cleanliness
- Hard-working and reliable
- Willingness to learn
- Teamwork
- Ability to work under pressure

### What will make you stand out

- Basic cooking skills
- A food safety or hygiene certificate
- An ambition to grow into a cook role

**Email subject line:** APPLICATION – KITCHEN STEWARD – [Your Full Name]

[How to apply >](#)

## What we offer

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- A competitive salary and benefits package, discussed at interview
- A founding place in a brand built to set the standard, with real room to grow
- Structured hospitality and service training to 5-star standards
- Leadership and personal development through ICON Management Solutions
- Uniforms and staff meals on duty
- A respectful, professional and supportive workplace

## How to apply

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Send the following in one email to [info@iconmsgroup.com](mailto:info@iconmsgroup.com):

- A cover letter (maximum one page) saying which role you are applying for and why
- An up-to-date CV
- Copies of your relevant certificates and qualifications
- Contact details for two professional referees

**Subject line:** APPLICATION – [POSITION] – [Your Full Name]

|                     |                                                                  |
|---------------------|------------------------------------------------------------------|
| <b>Deadline</b>     | Tuesday, 6 October 2026                                          |
| <b>Email</b>        | <a href="mailto:info@iconmsgroup.com">info@iconmsgroup.com</a>   |
| <b>Phone</b>        | +260 764 422 000                                                 |
| <b>Location</b>     | F28A/A/23/C1 Kumpili Road, State Lodge, Chongwe                  |
| <b>Website</b>      | <a href="http://www.theiconspaces.com">www.theiconspaces.com</a> |
| <b>Social media</b> | @iconmsgroup                                                     |

### Please note

- Apply for one role only. If you believe you fit more than one, name your first choice and mention the second in your cover letter.
- Only shortlisted candidates will be contacted.
- Selection may include an interview, a practical test (for kitchen, service and housekeeping roles) and reference checks.
- ICON SPACES does not charge any fee at any stage of recruitment. Report anyone who asks you for money in our name.
- ICON SPACES is an equal opportunity employer. We welcome applications from all qualified candidates.

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