

## **DIRECTOR OF OPERATIONS PROFILE: TAYMOUTH CASTLE GOLF & SPORT CLUB ABERFELDY, SCOTLAND**

### **THE DIRECTOR OF OPERATIONS OPPORTUNITY AT TAYMOUTH CASTLE GOLF & SPORT CLUB**

Reporting to the General Manager, the Director of Operations plays a key role in ensuring the smooth operation of the estate and delivering exceptional experiences for members at Taymouth Castle Golf & Sport Club. With responsibility for all front-facing operations, dining and wellness to outdoor pursuits and member services is a role that maintains the highest service standards. This is a hands-on role where one must lead from the front to inspire teams to create a warm, personalized atmosphere with innovation at all levels of opportunity. Working closely with heads of departments, the Director of Operations ensures everything runs smoothly, efficiently, and seamlessly, with a key focus on the experience of our members. Being visible, approachable, and proactive is vital in this role, as it involves engaging with members and guests to anticipate their needs and make every visit truly memorable.

### **ABOUT TAYMOUTH CASTLE GOLF & SPORT CLUB**

Discovery Land Company is a US-based developer and operator of private residential club communities. Its portfolio of domestic and international properties is world-renowned.

Taymouth Castle Golf and Sport Club (Taymouth Castle) is Discovery Land's second European private members-only golf & sport community. Nestled between two national parks and at the head of Loch Tay in Kenmore, Perthshire, the club incorporates several land estates. It is rich in history, with dramatic views and endless adventures.

Founded in 1994 by Michael S. Meldman, Discovery Land Company specializes in building luxury residential private club communities and resorts worldwide. We have become the premier high-end resort residential niche player with thirty world-class projects in our portfolio. Our communities have distinct architectural styles, world-class amenities, and high service levels.

Discovery builds exquisite, untouched sanctuaries where families can create intergenerational memories and enrich their lives. These settings offer a casual and comfortable sense of community through outstanding clubhouses, premier golf courses, welcoming staff, world-class culinary offerings, and outdoor pursuits. To ease and enrich your experiences, Discovery holds itself to the highest service standards. Every decision we make is driven by one fundamental objective: to make the time you spend with the people you care about most enjoyable and memorable.

This private lifestyle-driven community will offer 125 residences, a world-class golf course and practice facility, wellness, and recreation facilities, a range of outdoor pursuits, and a refurbished 19<sup>th</sup>-century castle to offer a clubhouse with a range of food & beverage outlets and indoor activities when fully established. The Club also provides additional facilities at Glenlyon, a nearby farm and mountain estate. Taymouth Castle will offer a membership that values its relationships, health, and leisure time. It is a modern community that honours Scotland's strong legacy of history, outdoor adventure, and, most importantly, fun.

**TAYMOUTH CASTLE GOLF & SPORT CLUB WEB SITE:** [www.taymouthcastleclub.com](http://www.taymouthcastleclub.com)

**Reports to:** General Manager

**Operational reports:** Director of Member Services & Experience, Director of Outdoor Pursuits, F&B Director, Spa Operations Coordinator, and Wellness Manager.

**Key Partnerships:** Culinary Director, Residential Services Director and Facilities Maintenance Director, VP Finance, Director of Community Safety & Security & Director of Golf Operations.

**Other key relationships:** Across Departments

## **Goals and Objectives**

- Director of Operations is responsible for the presentation and operational delivery of Taymouth Castle estate operations.
- The DO will lead from the front, motivating and inspiring the front-of-house teams to interact and enrich member and guest experiences.
- The DO ensures functional directors have the resources and communication needed to deliver outstanding experiences and always plan enhancements and events for members.

## **Responsibilities**

- Is personally present across all areas of the castle and member facilities, ensuring exceptional service and effective communication to deliver members'/guests' experiences.
- Regularly liaises with members and guests throughout their stay.....
- Creates effective communication channels to ensure all operational areas and team members are kept up to date with initial movements to enhance member visits.
- Leads daily briefs and planning meetings around operational delivery.
- Visits all operational areas daily.
- Develops effective 'ways of working' across all outlets geared around delivering genuine but casual professional service. Coaching team members and Managers as situations arise.
- Works with functional Directors to develop and fulfill short and long-term plans for the castle and estate operations.
- Is a leader among the team, understanding the importance of each department and position within those departments while knowing how each department can be successful.
- Assists in the recruiting, training, and developing operational leaders and teams across the operational outlets.
- Ensures that the club is operated consistently in accordance with all applicable compliance requirements, including Health and Safety and Liquor Licensing.
- Coordinates with the sales and marketing teams to promote the castle outlets to prospective owner/members and current members.
- Manages the club's business in a fiscally responsible manner.
- Liaises with Sales and Marketing to develop and run programmes to provide members with various popular events.
- Continues to create and innovate amenities and experiences offered.
- Creates and provides reports and files related to the castle, including a daily report.
- Works with Sales, Development, and Public Relations teams to promote positive experiences, including photography.
- Represents the Company in a professional manner at off-property functions and activities
- Other duties as assigned.

## **Competencies for Success in the Role**

- Prior experience and proven success in a leadership role across a public-facing business with multiple elements.
- Strong coaching and mentoring skills.
- He enjoys leading from the front and interacting with people.
- Positive attitude, passion, creativity, fun, comfort being the fool, and exceptional communication and interpersonal skills to quickly build rapport with members and guests. Can seamlessly interact with the whole family, including children of all ages.
- Is creative in seeing and seizing opportunities to enhance experiences.
- Strong Food & Beverage knowledge and, ideally, a personal license holder.
- Has previous knowledge of and ability to operate computer and communication platforms.
- Thrives in a team environment.
- Ability to stay calm and focused during the busiest of times.
- Ability to work a flexible schedule, including evenings, weekends, holidays, and a shift over eight hours.
- Ability to read, write, speak, and understand English; additional languages are an advantage.

- Ability to meet the physical demands of the position including, but not limited to, standing, walking, and moving for periods of greater than eight (8) hours, and some lifting, carrying, bending, stooping, squatting, reaching, pushing, and pulling.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 3-5 years of leadership/management experience, preferably in a hospitality management role in a golf club or a leading hospitality operation outside of the club industry.
- The selected candidate must have the right to work in the UK.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality or Business Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience.

#### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your CV and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your CV or cover letter; that should be used on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Mr. David O'Donoghue, General Manager,** and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and other factors that make Taymouth Castle Golf & Sport Club attractive to you.

**You must apply for this role as soon as possible but no later than Monday 20<sup>th</sup> January 2025.**

IMPORTANT: Save your CV and letter in the following manner:

"Last Name, First Name - CV" &

"Last Name, First Name - Cover Letter – Taymouth Castle"

(These documents should be in Word or PDF format)

Note: Once you complete the application process, you are not able to go back in and add additional documents.

[Click here](#) to upload your CV and cover letter.

If you have any questions, please email Patty Sprankle: [patty@kkandw.com](mailto:patty@kkandw.com) or Michael Herd: [michael.herd@kkandw.com](mailto:michael.herd@kkandw.com)

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