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THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

DIRECTOR OF OPERATIONS PROFILE: ROYAL AUCKLAND AND GRANGE GOLF CLUB AUCKLAND, NZ

THE DIRECTOR OF OPERATIONS OPPORTUNITY AT ROYAL AUCKLAND AND GRANGE GOLF CLUB

The Director of Operations plays a pivotal role in ensuring the seamless delivery of day-to-day services across all operational areas at Royal Auckland and Grange Golf Club (RAGGC). Reporting to the Chief Executive Officer, this position is responsible for overseeing the Front of House, Culinary, and Facilities teams, with a broad remit that includes food and beverage operations, IT infrastructure, commercial event delivery, and ongoing maintenance of the club's facilities. The Director of Operations will work closely with department heads to foster a high-performance culture, maintain exceptional service standards, and develop long-term asset and capital planning strategies. This role requires a hands-on, strategic leader with a strong background in hospitality or private club operations, capable of fostering a collaborative and positive work environment. A visible presence among members, guests, and staff is key, as is the ability to proactively resolve challenges, inspire teams, and ensure the club remains a standard-bearer in member experience and operational excellence.

ABOUT ROYAL AUCKLAND AND GRANGE GOLF CLUB

Royal Auckland and Grange Golf Club is one of the only truly private member clubs in New Zealand and is known within Australia and New Zealand as one of the premier member clubs.

Founded in 1894, the Royal Auckland and Grange Golf Club is the product of a historic merger between the Auckland Golf Club and the Grange Golf Club. Auckland Golf Club, established in 1894, and the Grange Golf Club, founded in 1924, each brought a distinguished legacy to the amalgamation, forming the foundation of what the club represents today.

The merger, officially finalized in 2017, was a strategic move aimed at combining the strengths and traditions of both institutions. This union not only expanded the club's offerings but also created one of the premier golf facilities in the New Zealand golfing community. The Royal Auckland and Grange Golf Club, as it stands today, embodies the harmonious integration of two venerable clubs, combining their histories, courses, and memberships into a unified entity.

In the subsequent years, the club has continued to build upon this legacy, undertaking strategic initiatives such as Subair systems, cart path improvements, and a world-class clubhouse to enhance the golfing experience further. Now, the club seeks a visionary leader to continue enhancing and driving forward this already well-established club.

ROYAL AUCKLAND AND GRANGE GOLF CLUB BY THE NUMBERS

- Annual Turnover: Approximately NZD\$10.5m
- F&B Revenue: Approximately NZD\$1.8m
- Initiation Fees: NZD\$17,016
- Annual dues: Approximately NZD\$5,817
- Number of Members: Approximately 1,948
- Club Software: Lightspeed X Series; Accounting Xero; Safety & Compliance and Assets Obbi
- Direct Reports: Front of House Manager, Executive Chef & Facilities Supervisor
- No. of Staff: Approximately 55 FTE

ROYAL AUCKLAND AND GRANGE GOLF CLUB WEBSITE: www.raggc.com

DIRECTOR OF OPERATIONS POSITION OVERVIEW

The Director of Operations reports to the Chief Executive and oversees the day-to-day operations of the club.

Key Responsibilities

Member and Guest Experience

- Maintain and enhance the club's reputation for excellence in member and guest services, with a specific focus on F&B.
- Consistent, sincere, and significant engagement of Members, highly visible to all Members and staff.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner to members, guests, and staff. Leads by example.
- Create and maintain a first-class service culture throughout the Club property.
- Address and resolve Member and guest complaints and suggestions.

IT

- Account manager with key vendors
- Collaborate with HODs to ensure IT infrastructure and hardware are up to date and support each department's goals.
- Website management
- System management (security and CCTV systems, gate access, etc.)

Commercial

- Event contract negotiations/management (Chasing the Fox and corporate days)
- Event Management: key contact person for corporate/charity days (liaison between client and each department)
- Contract and performance management of suppliers

Facilities and Asset Management

- Work alongside the Director of Finance for long-term capital replacement planning
- Ensure the club's facilities and equipment are maintained to the highest standard.
- Conduct regular inspections to identify and address maintenance needs proactively.
- Manage the Asset Maintenance Plan and ensure preventative maintenance is undertaken in line with this plan.

CANDIDATE QUALIFICATIONS AND EXPERIENCE

- Proven experience in operations management, preferably within the hospitality, sports, or recreation industries.
- Experience working in or leading Food & Beverage.
- Strong leadership and team management skills.
- Exceptional organisational and problem-solving abilities.
- Strong communication skills, both written and oral, and a proven ability to collaborate with cross-functional teams and work effectively with others.
- Exhibits a positive attitude with members, management, and staff.
- Evidence of being a team player who actively participates in team-building initiatives to build/maintain a strong culture and camaraderie throughout the Club.
- Demonstrated leadership ability for staff management and planning for staff development.
- Experience in golf club or private club management.
- Experience leading multiple departments within Clubs.
- Understanding of membership organisations and their unique dynamics.

EDUCATION AND CERTIFICATION

- Bachelor's degree in business administration, Hospitality Management, or a related field (or equivalent experience).
- Industry certifications such as CCM, or CMDip are preferred but not required.

SALARY AND BENEFITS

A highly competitive salary and attractive benefits package.

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 **Ed Chapman, CEO of Royal Auckland and Grange Golf Club**, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why RAGGC and the Auckland, NZ area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Friday 11th July 2025. Candidate selections will occur in mid-July, with the first interviews expected in late July 2025 and the second interviews a short time later.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Royal Auckland - DOO”

(These documents should be in Word or PDF format)

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

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

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

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