

Chief Operating Officer (COO) – Job Advertisement

About the Role

We are looking for an exceptional and passionate Chief Operating Officer (COO) to lead the day-to-day operations of our prestigious club.

As a key member of the leadership team, the COO will work closely with the Managing Committee (MC) and Board of Trustees (BOT) to translate our vision into action — ensuring that our club continues to set the benchmark for sporting excellence, member experience, and operational performance.

This role calls for a dynamic, hands-on leader with a deep appreciation for sports, community, and service excellence.

Key Responsibilities

- **Lead Club Operations:** Oversee all operational, administrative, and financial functions to ensure seamless day-to-day performance across departments.
- **Drive Strategic Growth:** Work with the MC and BOT to develop and implement strategies that enhance the club's reputation, profitability, and service quality.
- **Champion Member Experience:** Ensure that every interaction — from facilities to events — reflects the club's commitment to quality, hospitality, and engagement.
- **Manage People & Culture:** Lead by example, build a high-performing team culture, and ensure staff development, performance evaluation, and retention align with club values.
- **Ensure Financial Stewardship:** Oversee budgeting, cost control, and financial planning to ensure sustainable growth and accountability.
- **Build Digital Capability:** Strengthen the club's digital and media presence; champion technology initiatives that improve communication, data management, and member services.
- **Uphold Governance & Compliance:** Maintain operational integrity through strong systems, internal controls, and adherence to club policies and statutory requirements.
- **Foster Partnerships:** Cultivate strong relationships with members, sponsors, and community partners to further the club's mission and reach.

Qualifications & Experience

- Master's degree in Business Administration or a related discipline.
- Applicant must be above 40 years of age with Minimum 15 years of senior leadership experience, preferably in a sports, hospitality or service industry.
- Proven experience in strategic planning, operations management, and financial oversight.
- Strong understanding of sports management, events, or broadcasting (an advantage).
- Excellent leadership, communication, and relationship-building skills.
- Demonstrated ability to motivate teams, drive performance, and deliver measurable results.

Personal Attributes

- Visionary and strategic mindset
- Decisive, proactive, and results-oriented
- Exceptional interpersonal and negotiation skills
- High integrity and commitment to the club's values
- Passionate about sports, community, and continuous improvement

Why Join Our Club

At our club, we don't just build teams — we build a legacy.

You'll be part of an institution that values tradition, innovation, and excellence. As COO, you'll play a pivotal role in shaping the club's future, enhancing member satisfaction, and leading a dedicated team that shares a love for sport and service.