RAND CLUB
JOHANNESBURG

At the beating heart of Johannesburg's historic business district, astride its plunging seam of gold, stands Rand Club – a timeless South African icon. Founded in 1887 in Johannesburg's fledgling days, Rand Club is the city's most enduring social institution and finest heritage venue. Whilst the magnificence of the Clubhouse draws the eye and stirs the spirit, the camaraderie within its walls is the true hallmark of membership. Inside, you will encounter diverse Members – creatives, entrepreneurs, professionals and eccentrics – each brimming with curiosity and uncommon perspectives. Rand Club is an exclusive Member's Club and destination events venue today.

With 500 members and occupying its third Clubhouse still in Johannesburg CBD, the Club seeks a new General Manager. A motivation letter and resume (not more than 2-3 pages) should be emailed to **gencom@randclub.co.za**. For more information, you can contact Brian McKechnie (Chairman of Rand Club) on gencom@randclub.co.za

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Job Title: General Manager - Members Club

Reports to: Club Chairman of the General Committee
Location: Rand Club, 33 Loveday Street, Marshalltown

Job Summary:
The General Manager is responsible for the overall operation and success of the members club. This role requires a dynamic and results-oriented individual with a strong understanding of the luxury hospitality industry and a passion for delivering exceptional member experiences. The General Manager will lead and inspire the team to achieve the Club's strategic goals, ensuring financial stability, operational excellence, and member satisfaction.

Key Responsibilities:

1. Operational Management:
- Oversee daily operations, including food and beverage, events, and member services.
- Ensure the Club meets high standards of cleanliness, safety, and maintenance.
- Manage vendor relationships and negotiate contracts.

2. Member Relations:
- Foster a welcoming environment and ensure a high level of member satisfaction.
- Address member enquiries, concerns, and complaints in a timely manner.
- Develop and implement programs and services to enhance the member experience.

3. Financial Management:
- Develop and manage the Club's budget, ensuring financial goals are met
- Monitor revenue and expenses and implement cost-saving measures as needed.
- Prepare financial reports for the Committee.

4. Staff Leadership:
- Recruit, train, and manage Club staff, including department heads/team leads.
- Set performance standards and conduct regular evaluations.
- Foster a positive work environment and encourage professional development.

5. Strategic Planning:
- Work with the Committee to develop and implement long-term strategic plans.

- Identify opportunities for growth, new revenue streams, and improvement of services.
- Stay informed on industry trends and best practices.

6. Marketing and Member Recruitment:

- Develop and implement marketing strategies to attract and retain members.
- Oversee the Club's branding, communications, and public relations efforts.
- Plan and execute events and activities that engage current members and attract new ones

7. Compliance and Governance:

- Ensure the Club complies with all legal and regulatory requirements.
- Manage the Club's policies, procedures, and governance practices.
- Liaise with the Committee on key issues, providing timely updates and recommendations.

8. Preservation of Heritage:

- Oversee preserving and enhancing the Club's historical significance and architectural integrity.
- Develop and implement strategies to maintain the Club's cultural and social landmark position.
- Foster a strong sense of tradition and belonging among members.

Qualifications and Skills

- Proven track record in managing luxury hospitality or private club operations; Bachelor's degree in Hospitality Management, Business Administration, or a related field or advanced degree or professional certification is a plus
- Strong leadership and interpersonal skills.
- Excellent communication and presentation abilities.
- Financial acumen and analytical skills.
- Ability to build and maintain strong relationships with members and staff.
- Strong organisational and time management skills.
- Proficiency in relevant software applications.

Desired Experience

- Minimum of 7-10 years of experience in a senior management role within the hospitality industry.
- At least 3-5 years experience in a leadership role within a members' club or similar private club environment, luxury hotel, or resort
- Proven success in driving revenue growth and increasing membership.
- Experience in developing and implementing strategic plans.

Skills:

- Strong leadership and management skills.
- Excellent interpersonal and communication abilities.
- Financial acumen and experience managing budgets.
- Ability to work under pressure and handle multiple tasks simultaneously.
- Proficient in using club management software and Microsoft Office Suite.

Work Environment:

The GM must be available to work flexible hours and will be expected and required to work overtime, including evenings, weekends, and holidays, as required by Club activities and events.

Compensation:

Competitive salary, performance-based bonuses, and benefits package, including living-in accommodation.

Additional Requirements:

- Ability to interact professionally with high-profile members and guests.
- Strong commitment to service excellence and member satisfaction.