



Job Description Chief Executive Officer (CEO)

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Position Title: Chief Executive Officer (CEO)

Department: Executive Leadership

Reports To: Board of Directors

Version: 1.0

Job Overview

The Chief Executive Officer (CEO) is responsible for providing visionary leadership, strategic direction, and overall management of Grand Royale Group. This role ensures the organisation delivers excellence across its simulated hospitality operations, meets compliance standards, and achieves sustainable growth. The CEO will drive the luxury brand identity of Grand Royale Group while ensuring the delivery of high-quality outcomes for learners, stakeholders, and industry partners.

Key Responsibilities

Leadership & Strategy

- Develop and deliver the organisation's strategic vision and goals.
- Lead the Executive Management Team to achieve excellence in simulated hospitality operations.
- Position the organisation as a leader in luxury hospitality training and simulation.

Governance & Compliance

- Ensure compliance with RTO Standards 2024, legislative requirements, and industry regulations.
- Report to the Board of Directors on performance, opportunities, and risks.
- Implement effective risk management and governance systems.

Financial Management

- Oversee budgets, forecasts, and financial performance.
- Approve major financial decisions in consultation with the Board.
- Drive financial sustainability and profitability.

Operations & Performance

- Ensure smooth running of hotels, restaurants, and event operations within the simulation.
- Set and monitor operational KPIs for efficiency and quality.
- Oversee continuous improvement of policies, procedures, and systems.





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Stakeholder Engagement

- Build relationships with learners, industry partners, government agencies, and community stakeholders.
- Act as the public face of Grand Royale Group at industry and community events.
- Enhance the organisation's reputation as a provider of luxury hospitality simulation.

People & Culture

- Lead and inspire a culture of professionalism, inclusivity, and service excellence.
- Support and mentor senior managers, promoting succession planning.
- Drive initiatives to attract and retain top talent.

Qualifications and Experience

- Bachelor's degree in Business, Hospitality Management, or related field (mandatory).
- Postgraduate qualifications (MBA or equivalent) desirable.
- Minimum 10 years in senior leadership roles within hospitality, tourism, education, or corporate training sectors.
- Strong track record of financial, strategic, and operational leadership.
- Demonstrated experience working with Boards and managing stakeholder relationships.

Skills and Competencies

- Strategic leadership and vision-setting.
- Strong commercial and financial acumen.
- Advanced communication, negotiation, and presentation skills.
- Ability to manage change and drive innovation.
- High emotional intelligence with proven people leadership skills.
- Strong understanding of luxury hospitality standards.

Working Conditions

This is a full-time executive position based at Grand Royale Group's head office in Gold Coast, Queensland. The role is primarily office-based but requires flexibility, with occasional evening, weekend, or interstate travel commitments. The CEO will regularly represent the organisation at high-level meetings, conferences, and industry events, requiring a professional presence and adaptability to diverse environments.





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Key Performance Indicators (KPIs)

- Achievement of annual financial targets.
- Compliance with all RTO Standards and legislative obligations.
- Positive stakeholder feedback and engagement levels.
- Achievement of strategic plan milestones.
- Staff engagement and retention rates.
- Learner satisfaction and successful training outcomes.

Company Values and Culture

Grand Royale Group is defined by its commitment to luxury, excellence, and integrity in every aspect of its operations. The organisation promotes a workplace culture built on collaboration, inclusivity, and respect, where innovation is encouraged, and service excellence is paramount. Leaders and employees alike are expected to uphold the highest ethical standards, ensuring that every decision supports the long-term success and reputation of the Group.

Career Path

As the most senior executive role within Grand Royale Group, the CEO represents the pinnacle of leadership within the organisation. This position provides opportunities for further advancement into board-level appointments, industry advisory roles, or executive leadership positions within global hospitality and training organisations. The role also offers a platform to shape the strategic direction of the hospitality sector both nationally and internationally.

