



Job Description Chief Operating Officer (COO)

Document Control

Position Title: Chief Operating Officer (COO)

Department: Executive Leadership

Reports To: Chief Executive Officer (CEO)

Version: 1.0

Job Overview

The Chief Operating Officer (COO) is responsible for overseeing the daily operations of Grand Royale Group across all divisions, including hotel, food and beverage, events, and guest services. The role ensures that the organisation delivers consistent, world-class hospitality experiences aligned with the strategic direction set by the Chief Executive Officer and the Board. The COO drives operational excellence, efficiency, and innovation while upholding the values and luxury brand standards of Grand Royale Group.

Key Responsibilities

Operational Leadership

- Direct day-to-day operations across hospitality, food and beverage, and events.
- Implement best practice systems and procedures that support high-quality guest experiences.
- Ensure smooth coordination between business units to maximise efficiency and service standards.

Service Excellence

- Champion a guest-focused culture that consistently delivers luxury experiences.
- Monitor service quality, guest feedback, and brand standards to drive continuous improvement.
- Introduce innovation in service delivery, technology, and sustainability initiatives.

Compliance & Risk Management

- Maintain adherence to RTO Standards 2024, WHS requirements, and all regulatory obligations.
- Identify, assess, and mitigate operational risks across all business units.
- Lead crisis management planning and operational continuity strategies.





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Financial Stewardship

- Manage operating budgets and oversee departmental financial performance.
- Drive cost optimisation without compromising service quality.
- Support the CEO and CFO in achieving financial targets through effective operational controls.

People Development

- Lead, mentor, and develop General Managers and senior operational leaders.
- Promote a culture of accountability, inclusivity, and staff engagement.
- Ensure training and professional development meet industry and RTO standards.

Stakeholder & Partner Relations

- Build productive relationships with suppliers, industry partners, and community stakeholders.
- Represent the Group at industry events, forums, and operational negotiations.
- Collaborate with internal stakeholders to align operations with strategic direction.

Qualifications and Experience

- Bachelor's degree in Hospitality Management, Business, or related field (Master's preferred).
- At least 10 years of progressive leadership experience in luxury hospitality or tourism operations.
- Demonstrated success in managing multi-site or complex operational environments.
- Strong understanding of financial management, performance metrics, and business reporting.
- Proven ability to lead diverse teams and achieve service and operational excellence.

Skills and Competencies

- Operational expertise with strong commercial acumen.
- Advanced leadership, communication, and problem-solving skills.
- Strong ability to manage competing priorities and deliver under pressure.
- High emotional intelligence and people-management capability.
- Knowledge of luxury service standards and international hospitality trends.

Working Conditions

This is a full-time executive role based at Grand Royale Group's head office, with regular travel required to properties and event venues. Extended hours, including evenings and weekends, may be necessary during peak trading periods and major events.





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Key Performance Indicators (KPIs)

- Achievement of operational efficiency and profitability targets.
- Delivery of high guest satisfaction and service quality metrics.
- Compliance with all legal, WHS, and RTO standards.
- Improvement of operational processes and sustainability initiatives.
- Staff retention, engagement, and training completion levels.

Company Values and Culture

Grand Royale Group is committed to luxury, excellence, and integrity across every aspect of its operations. The COO plays a vital role in embedding these values within daily practices, ensuring a workplace defined by professionalism, respect, and collaboration. By leading with accountability and innovation, the COO ensures both staff and guests experience the hallmark quality of the Grand Royale brand.

Career Path

The COO role is positioned as the executive stepping stone to the Chief Executive Officer position. It provides broad exposure to strategic governance, financial management, and multi-site leadership, offering advancement opportunities within Grand Royale Group or across the global luxury hospitality sector.

