



Job Description

Head of Product Development and Hospitality Innovation

Document Control

Position Title: Head of Product Development and Hospitality Innovation

Department: Product Development and Hospitality Innovation

Reports To: Chief Operating Officer (COO)

Version: 1.0

Job Overview

The Head of Product Development and Hospitality Innovation drives creativity, design, and innovation across Grand Royale Group's hospitality portfolio. This role focuses on developing new guest experiences, services, and property concepts that enhance brand differentiation and competitiveness in the market. The position combines strategic foresight with operational understanding to deliver innovative and commercially viable hospitality products.

Key Responsibilities

Strategic Product Development

- Lead the conceptualisation and development of new hospitality products, services, and experiences.
- Conduct market research and identify emerging trends in hospitality, tourism, and lifestyle sectors.
- Collaborate with Marketing, Operations, and F&B teams to design guest-centric offerings.
- Evaluate product performance and refine based on customer insights and feedback.





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Innovation Leadership

- Foster a culture of creativity and innovation across departments.
- Oversee pilot programs and implementation of new technologies in service delivery.
- Drive digital innovation projects that enhance guest satisfaction and operational efficiency.
- Maintain awareness of sustainability and eco-design practices within hospitality innovation.

Collaboration & Cross-Functional Management

- Work with executive leadership to align innovation projects with corporate strategy.
- Partner with suppliers, designers, and technology providers to bring new concepts to life.
- Collaborate with Property and Events teams to integrate innovative design elements.
- Ensure projects are delivered on time, within scope, and budget.

Research & Continuous Improvement

- Monitor guest feedback and market performance to identify improvement opportunities.
- Benchmark Grand Royale Group's offerings against leading global hospitality brands.
- Develop business cases for new initiatives, including ROI and feasibility assessments.
- Report innovation outcomes and key learnings to the executive board.

Qualifications and Experience

- Bachelor's or Master's degree in Hospitality Management, Business Innovation, or related field.
- Minimum 7–10 years' experience in product development, hospitality operations, or experience design.
- Proven record in leading innovation or transformation projects in hospitality.
- Strong understanding of guest experience design, technology integration, and sustainability trends.
- Excellent commercial, analytical, and project management skills.





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Skills and Competencies

- Strategic and creative thinking.
- Excellent communication and presentation skills.
- Strong leadership and team collaboration abilities.
- Business acumen and market awareness.
- Adaptability and openness to new technologies and ideas.

Working Conditions

This is a full-time leadership role based at Grand Royale Group's head office in Gold Coast, Queensland. The position requires collaboration across departments and occasional travel to hotels, venues, and supplier sites.

Key Performance Indicators (KPIs)

- Number and success rate of new products and innovations launched.
- Guest satisfaction and engagement with new experiences.
- Alignment of innovation outcomes with strategic goals.
- Budget performance and ROI for innovation projects.
- Cross-departmental collaboration and creativity metrics.

Company Values and Culture

Grand Royale Group values creativity, excellence, and continuous improvement. The organisation fosters a forward-thinking culture that embraces new ideas and technologies to deliver exceptional hospitality experiences.

Career Path

This position offers opportunities for career growth into executive roles such as Director of Innovation, Head of Strategy, or Chief Operating Officer (COO) within Grand Royale Group or the broader hospitality industry.

