

GENERAL MANAGER PROFILE: TAYMOUTH CASTLE GOLF & SPORT CLUB ABERFELDY, SCOTLAND

THE GENERAL MANAGER OPPORTUNITY AT TAYMOUTH CASTLE GOLF & SPORT CLUB

The General Manager is responsible for the full oversight of all business operations and general administration, including Finance, Human Resources, client communications, project management, budgeting, staffing, and forecasting. Reporting to the Senior Vice President of Operations (or Interim Project President, as applicable), this role is central to curating the Discovery Land Company experience for both members and team members. As the face of the club, the General Manager leads with energy, visibility, and purpose, driving service excellence that consistently surpasses owner and member expectations. They foster strong relationships across members, guests, staff, suppliers, and the local community while ensuring seamless coordination across all departments. The role requires a hands-on, results-driven leader who inspires a vibrant, welcoming atmosphere and upholds the brand's unique "vibe" through day-to-day operations, events, and program development.

ABOUT TAYMOUTH CASTLE GOLF & SPORT CLUB

Discovery Land Company is a US-based developer and operator of private residential club communities. Its portfolio of domestic and international properties is world-renowned.

Taymouth Castle Golf & Sport Club (Taymouth Castle) is Discovery Land's second European private members-only golf & sport community. Nestled between two national parks and at the head of Loch Tay in Kenmore, Perthshire, the club incorporates several land estates. It is rich in history, with dramatic views and endless adventures.

Founded in 1994 by Michael S. Meldman, Discovery Land Company specializes in building luxury residential private club communities and resorts worldwide. They have become the premier high-end resort residential niche player with thirty world-class projects in their portfolio. Discovery communities have distinct architectural styles, world-class amenities, and high service levels.

Discovery builds exquisite, untouched sanctuaries where families can create intergenerational memories and enrich their lives. These settings offer a casual and comfortable sense of community through outstanding clubhouses, premier golf courses, welcoming staff, world-class culinary offerings, and outdoor pursuits. To ease and enrich member experiences, Discovery holds itself to the highest service standards. Every decision they make is driven by one fundamental objective: to make the time spent with the people they care about most enjoyable and memorable.

This private, lifestyle-driven community will offer 125 residences, a world-class golf course and practice facility, wellness and recreation facilities, a range of outdoor pursuits, and a refurbished 19th-century castle serving as a clubhouse with a variety of food & beverage outlets and indoor activities upon full establishment. The Club also provides additional facilities at Glenlyon, a nearby farm and mountain estate. Taymouth Castle will offer a membership that values its relationships, health, and leisure time. It is a modern community that honours Scotland's strong legacy of history, outdoor adventure, and, most importantly, fun.

TAYMOUTH CASTLE GOLF & SPORT CLUB WEB SITE: www.taymouthcastleclub.com

Reports to: SVP – Operations & Interim Project Director

Operational reports: Director of Operations, Golf Operations Director, Community Safety & Security Director, Human Resources Director, Operations Director – Glenlyon, General Manager – Moness Resort, Residential Services Director, Culinary Director, Food & Beverage Director, Community Engagement & ESG Manager.

Key Relationships: SVP Operations (DLC), Project Chief Finance Officer, Sales Director (Project), Director of Development & Construction (Project), Capital Partners & DLC Leaders & Community Leaders.

Key Responsibilities

Club Operations

- Drive the company's mission, vision, and values in daily operations and interactions.
- Maintain and uphold brand DNA in all services provided.
- Oversee seamless daily operations of the club, encompassing facets such as Member Services, Golf Operations, Outdoor Pursuits, Spa and Wellbeing.
- Formulate and execute operational guidelines and protocols to sustain exceptional levels of service quality.

Member Relations

- Focus on ensuring a high level of member satisfaction by addressing member concerns, providing exceptional service, and maintaining open communication channels.
- Focus on enhancing the member experience by providing exceptional service and addressing member inquiries and concerns promptly.
- Develop and implement programmes and events that cater to the interests and needs of the members.
- Act as a liaison between the club's management and its members, fostering strong member relationships.
- Assist and accommodate all homeowners regarding any preparations and/or concerns.
- Frequent the Food and Beverage venues to assure member satisfaction.

Financial Management

- Manage the club's business, working closely with the Project CFO to oversee financial aspects, including the income statement, balance sheet, cash flow, capital budget, project management, and strategic planning.
- Work with the Project CFO and Executive Team to develop and manage the club's budget, ensuring responsible allocation of funds for various club activities, maintenance, and team member salaries.
- Provide regular financial reports that detail revenue, expenses, and financial performance.

Leadership and Management

- Be visible and available to all departmental heads within Operations, Development, Finance and Sales within the Discovery Land organisation.
- Provide strong leadership to the club's team, fostering a positive and collaborative work environment.
- Oversee and manage department heads and team members, including hiring, training, performance evaluations, and disciplinary actions when necessary.
- Develop and implement effective management strategies to achieve the club's goals and objectives.
- Host a daily 15-minute operational communication call.
- Host weekly one-on-ones with direct reports.
- Host a weekly leadership communication meeting.
- Attend bi-weekly Project Executive Committee meetings.

Team Management

- Oversee hiring and training of club team members.
- Oversee day-to-day team operations, ensuring high standards of service, professionalism, and adherence to club policies.
- Performance Evaluation: Conduct Leadership performance evaluations, set goals, and implement training actions for improvement.

Project Management

- Support the sales team with future business and prospect visits.
- Develop new business opportunities by meeting with prospective clients and engaging sales and operations team members to identify leads.
- Keep up to date with the DLC Corporate Marketing plan and work with the project marketing manager to promote the club's services and facilities to prospective owners/members and current members.

- Liaise with Development & Construction to understand critical milestones for each construction project and support related activities and projected manning requirements.

Local community engagement

- Engage with key businesses in the local area to inform and support them as opportunities arise, while operating with ethical business practices.
- Forge and maintain strong relations with Local Councils, government and committees.
- Keep abreast of local PR and take appropriate action where required.

Discovery Land Company Culture/Vibe

- We provide our teams with the tools they need to succeed
- We manage by walking around; “inspect what you expect”
- We lead by example
- We motivate, manage performance & inspire greatness
- We notice trends and solve problems
- We care for the health, safety, and well-being of our people
- We create lasting memories for our members, guests and prospects
- We drive innovation, Technology implementation to improve service/experience
- New Member events
- Push the norm, think outside of the box with the goal of improved member & team experience
- We have fun!

CANDIDATE SKILLS QUALIFICATIONS

- Minimum 10+ years of leadership in an established high-end luxury environment
- Proven experience in luxury residential club operations management
- A strong background in golf operations
- Exceptional leadership skills with the ability to motivate and inspire teams.
- Excellent communication and interpersonal abilities
- Entrepreneurial mentality with the ability to drive results; adaptable, problem solver, and strategic thinker.
- Strong in talent management – can assess and manage the skills and talents of the team for continuous improvement

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred with a focus on Hospitality or Business Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.

SALARY AND BENEFITS

Salary is highly competitive with a strong benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your CV and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your CV or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Peter Whalen, SVP – Operations**, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and other factors that make Taymouth Castle Golf & Sport Club attractive to you.

You must apply for this role as soon as possible, but no later than Monday 7th July 2025.

IMPORTANT: Save your CV and letter in the following manner:

“Last Name, First Name - CV” &

“Last Name, First Name - Cover Letter – Taymouth Castle - GM”

(These documents should be in Word or PDF format)

Note: Once you complete the application process, you are not able to go back in and add additional documents.

[Click here](#) to upload your CV and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com or Michael Herd:
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