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Copperleaf Golf and Leisure (Pty) Ltd
Reg. No. 2907/026432/07

Copperleaf
Ernie Els Boulevard
(Off West Street)
Mnandi
Centurion



JOB TAG LINE:	An excellent opportunity exists for an experienced General Manager at Copperleaf .
JOB TITLE:	GENERAL MANAGER
NO. OF VACANCIES:	1
EMPLOYMENT TYPE:	Permanent
REPORTS TO:	Board of Directors
AVAILABLE:	Immediately
OVERVIEW:	To manage and co-ordinate the internal resources within Copperleaf's Homeowners' Association. Engage with external service providers to maintain and grow income streams to improve business performance, homeowner experience and golfing experience.
KEY PERFORMANCE AREAS AND OUTPUTS	
STRATEGIC MANAGEMENT AND REPORTING	<ul style="list-style-type: none"> • In conjunction with the Board of Directors of the HOA develop and set the strategic direction for Copperleaf Golf Estate. • Communicate, implement and manage approved strategic goals. • Identify and evaluate business development and key investment opportunities for Board approval. Develop plans around approved initiatives and manage implementation. • Report key results at Board meetings.
FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> • Develop and finalise annual budgets for Board approval. • Oversee and manage the Financial Manager and financial function. • Manage and be accountable for all expenditure within budgetary controls of the Association. • Ensure that a proper Supply Chain Management process and Corporate Governance protocols are in place and followed diligently. • Implement action plans to ensure operating expenditure is kept to the minimum where accounts are overspent. • Develop plans to recover outstanding monies and levies. • Oversee the financial reporting to Board.
LEADERSHIP AND LEADERSHIP DEVELOPMENT	<ul style="list-style-type: none"> • Accountable for the achievements and success of the Copperleaf HOA by ensuring that all direct reports and their departments have clearly set out KPI's in line with organisational objectives and strategic goals. • Oversee the human resource function by ensuring compliance and effective HR systems, policies and procedures. • Develop a highly effective team through coaching, development and assessment of performance. • Manage poor performance and initiate corrective action where required. • Develop and retain key competent staff thereby ensuring employee satisfaction targets are met.
OPERATIONS MANAGEMENT AND CONTRACTED SERVICES	<ul style="list-style-type: none"> • Oversee daily operations. • Ensure all operational policies, procedures and guidelines are in place and adhered to. • Ensure that maximum value is derived from all Service Contracts. • Ensure Service Contracts are managed against clearly defined SLA's. • Ensure all Corporate Governance processes and procedures are followed with regards to signing and approval of all Service Contracts. • Implement BBBEE and employment equity strategy and principles for contracted services. • Provide and safe and secure environment for residents, clients and employees

	<ol style="list-style-type: none"> 1. Security and Contracted Services: Ensure compliance to Estate Security rules and regulations. Deal with deviations promptly. Ensure Estate residents, clients and employees are provided with sound and reliable security measures and systems. Anticipate and mitigate against potential security challenges. 2. Golf Course and Contracted Services: Ensure that the golf course observes and maintains International Standards. Responsible for successful management of the golf course, including customer satisfaction. Oversee all golf development programmes and initiatives to drive an increase in revenue. 3. Homeowners Association: Safeguard and enhance Copperleaf's reputation with the community and other external stakeholders. Establish and maintain relationships with relevant external stakeholders and members. Develop and maintain excellent customer service, monitor satisfaction levels and ensure complaints and poor service levels are addressed. 4. Building and Facilities Management: Ensure all buildings and facilities are operated in terms of applicable local and national legislation & regulations aligned with the development of a proactive maintenance plan. Continuously develop and improve facilities, propose capital investment, where appropriate. Manage and oversee the Food and Beverage Manager to ensure compliance with conditions of the agreed performance contract.
CORPORATE GOVERNANCE	<ul style="list-style-type: none"> • Uphold the governance strategy of the organization and support the Board in realising the vision and mission of the organization. • Ensure statutory compliance to all applicable Club & Estate environment governance and legislation. • Ensure ongoing risk analysis and management processes are in place. • Ensure consequence management for transgressors and eliminate any corrupt or potentially unethical practices.
MINIMUM REQUIREMENTS:	<ul style="list-style-type: none"> • Bachelor's degree/diploma plus relevant post-graduate management qualification • At least 10 years' experience at Executive level, Estate Management and Facilities Management advantageous • At least 5 years at C-Level and Demonstrable experience in managing high performing organisations.
SKILLS & KNOWLEDGE:	<ul style="list-style-type: none"> • Strong Managerial Skills • Proven leadership capability with the ability to drive and motivate performance • Business Acumen and Business Development • Food and Beverage / Conferencing • Knowledge of all relevant legislation • Strong interpersonal skills and the ability to manage conflict • Marketing and communications • Facility management
REMUNERATION:	Market related salary with company benefits
CLOSING DATE	FRIDAY, 07 MAY
SEND CV'S TO:	jennifer@jenniferashconsulting.com