

## **OPERATIONS MANAGER PROFILE: CLUB MANAGEMENT ASSOCIATION OF EUROPE**

### **THE OPERATIONS MANAGER OPPORTUNITY AT THE CLUB MANAGEMENT ASSOCIATION OF EUROPE**

The Club Management Association of Europe (CMAE) is searching for an Operations Manager (OM), to complement and support the current team, and help develop the Association's future. Reporting to the CEO and with a dotted line to the Senior Management team, the OM will support the three main departments of the CMAE, Education, Commercial, and Administration as well as undertake wider projects when necessary. In conjunction with the Director of Education, the OM will take a keen interest in the delivery of Management Delivery Programmes (MDP) and educational events as well as supporting the Operations of new educational opportunities for the CMAE members. Working with the Commercial Director, the OM will manage many of the current Corporate and Alliance Partners' relationships, helping maximise their expertise for the membership as well as sourcing new commercial opportunities. The OM will also support the Association Manager in daily administration tasks and will take on wider association projects when necessary

### **ABOUT THE CLUB MANAGEMENT ASSOCIATION OF EUROPE**

Established in 2001, The Club Management Association of Europe (CMAE) is a non-profit making professional association with Members involved in the management of Clubs located throughout Europe, the Middle East & Northern Africa. Our multinational and multicultural Members hold management positions within the Club industry across a variety of Clubs which include Golf, Tennis, Sailing, Rowing, Rugby, Leisure & Fitness, City and Dining Clubs.

The CMAE unifies 13 national associations and has more than 4000 Members across 50 Countries.

The CMAE provides Members with a structured education programme, called the Management Development Programme (MDP), which is a series of 6 educational courses all designed to help Club Industry staff Members, Supervisors and Managers become more informed, perform better at their jobs, and help them progress on their career path in Club Management. Within the MDP there are two levels of certification available, the Club Management Diploma (CMDip) and the Certified Club Manager (CCM).

#### **The Club Management Association of Europe's Mission**

- Advance the profession of Club Management throughout Europe, the Middle East & Northern Africa.
- Promote best practices in the Club Industry.
- Provide a certification programme that recognises and rewards those Club Managers that can demonstrate the highest standards of knowledge and competence in Club Management.

#### **The Club Management Association of Europe's Vision**

"To be the leading organisation delivering club management educational programmes with the relevant certification and accreditation opportunities"

### **CLUB MANAGEMENT ASSOCIATION OF EUROPE BY THE NUMBERS**

- Individual Members: More than 4000
- National Associations: 13
- Countries Reached: 50
- Partners: 17
- Annual Events: Approximately 55
- Responsible to: CEO
- Supporting Departments: Education, Commercial and Administration
- Current Number of Full-Time Employees: 4

**CLUB MANAGEMENT ASSOCIATION OF EUROPE WEB SITE:** [www.cmaeurope.org](http://www.cmaeurope.org)

### **OPERATIONS MANAGER POSITION OVERVIEW**

- The OM will identify and secure new business, projects, and educational opportunities within the European and M.E.N.A regions in line with set KPIs and the association strategy.
- CMAE's main focus is on education, the OM will support the Director of Education and take an active interest in further education opportunities.
- The OM will be responsible for maintaining a positive relationship with the current CMAE Corporate and Alliance Partners and support the Commercial Director in retaining these and sourcing new partners.
- The OM will work closely with the Association Manager on the marketing of the association's activities as well as assisting with specific administration roles.
- Reporting to the CEO and with a dotted line to the Senior Management team, the OM will support the three main departments of the CMAE, Education, Commercial, and Administration as well as undertake wider projects when necessary.
- In conjunction with the Director of Education, the OM will take a keen interest in the delivery of Management Delivery Programmes (MDP) and educational events as well as supporting the development of new educational opportunities for the CMAE members.
- Working with the Commercial Director, the OM will manage many of the current Corporate and Alliance Partners' relationships, helping maximise their expertise for the membership as well as sourcing new commercial opportunities.
- The OM will also support the Association Manager in daily administration tasks and will take on wider association projects when necessary.

### **CANDIDATE QUALIFICATIONS**

To be considered for the position, candidates should demonstrate the following:

- Proven relationship management experience.
- An understanding and passion for education and industry learning.
- An understanding of the club industry.
- Have an independent and focused mindset for working remotely.
- Excellent analytical, problem-solving, and management skills.
- Effective verbal and written communication skills.
- Proficiency in all Microsoft Office applications.
- Management certification or education would be considered positive.
- Additional language skills would be beneficial.
- A warm personality to embrace the brand of CMAE.

### **TRAVEL AND OFFICE REQUIREMENTS**

- The role will involve mainly working from home, although initial training and occasional days will be required at an office.
- Some meetings and education sessions will require travel to relevant countries throughout the year.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred within the 11 core competencies of CMAE
- In lieu of the degree, club or hospitality experience will be considered.
- Industry certifications such as CMDIP or CCM are encouraged but not required.

### **SALARY AND BENEFITS**

Salary is competitive and commensurate with qualifications and experience. The association also offers future personal opportunities.

### **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 Torbjorn "Toby" Johansson, CEO,** and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career, and why the role at CMAE will be beneficial to you, your family, and your career, if selected.

**You must apply for this role as soon as possible but no later than Monday 13<sup>th</sup> May 2024. Candidate selections will occur in mid-May with the first Interviews expected in mid-late-May 2024 and the second interviews a short time later.**

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

“Last Name, First Name - CV” &

“Last Name, First Name - Cover Letter – CMAE”

(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](mailto:patty@kkandw.com)

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