GGA Partners

General Manager / Chief Operating Officer

The National Club

Toronto, Ontario

The National Club
General Manager / Chief Operating Officer
Job Description

The National Club, Toronto, ON

CLUB OVERVIEW

The National Club, located at 303 Bay Street in the heart of Toronto's Financial District, is one of Canada's oldest and most distinguished private city clubs. Founded in 1874, the Club combines a rich heritage with modern facilities, providing an elegant environment that supports both business and social engagement. Members value the Club for its exceptional hospitality, high service standards, and warm, welcoming culture, which together create a trusted setting for connection, professional activity, and leisure.

The Club serves a diverse membership of professionals from across the business, professional, and innovation communities, including finance, law, technology, consulting, and other major sectors. It is widely recognized for its outstanding culinary program, its extensive wine culture including a 30,000-bottle cellar, and its popular rooftop patio, which is a unique feature among downtown Toronto private

clubs. Members consistently highlight the Club's personalized service, refined dining experiences, and strong sense of community. These qualities contribute to the Club's reputation as a home away from home for those who value tradition, comfort, and meaningful relationships.

The Club's operations reflect the complexity of a modern hospitality business, combining refined dining, professional services, private events, and member-centric programming within a highly relationship-driven environment.

As the Club looks ahead to its next chapter, it is seeking an experienced and dynamic General Manager / Chief Operating Officer who will uphold its longstanding traditions, strengthen its culture of service excellence, and guide the continued evolution of its amenities, operations, and member experience.

AMENITIES

- Multiple dining rooms and outlets
- A rooftop patio and lounge, offering the only outdoor dining terrace on Bay Street
- Private dining
- Vibrant wine club with 30,000-bottle wine cellar
- A fully equipped Business Centre, with ongoing improvements planned
- Concierge support and service-focused staff
- Private meeting and function rooms for professional and social needs
- Updated overnight guest rooms available to members and their guests
- Reciprocal privileges with select private clubs around the world, supporting member travel and network connectivity

POSITION SUMMARY

The National Club is seeking an experienced General Manager / Chief Operating Officer to lead all day-to-day operations and uphold the Club's long-standing commitment to exceptional service. Reporting to the Board of Directors, the General Manager / Chief Operating Officer will ensure that the Club remains a distinguished destination for both business and social engagement, thoughtfully guiding the Club's ongoing evolution – ensuring it remains relevant to current and future members while respecting its heritage, traditions, and values.

The successful candidate will be a visible and approachable leader who builds strong relationships with members, staff, and the Board. This individual will guide all departments, oversee financial and operational performance, support good governance practices, and champion a consistent and elevated member experience.

The General Manager / Chief Operating Officer will play a key role in advancing the Club's strategic priorities, enhancing amenities and services, and fostering a welcoming culture that reflects the heritage and values of The National Club.

KEY RESPONSIBILITIES

To be successful in this role, the General Manager / Chief Operating Officer will demonstrate leadership excellence across the following core areas.

Leadership, Culture, and People Management

- Build and sustain a positive, productive, and collaborative work environment where staff feel valued, confident, and empowered.
- Foster strong relationships with employees, members, Board members, and committee chairs, promoting trust, professionalism, and open communication.
- Address performance concerns constructively, coach staff effectively, and set clear expectations that support accountability and high-quality work.
- Demonstrate emotional intelligence, empathy, and self-awareness in daily leadership, including the ability to manage disruptive emotions and navigate interpersonal dynamics.
- Promote inclusive practices and a respectful workplace culture that is free from discrimination and supportive of diverse perspectives.
- Build and lead a high-performing, cohesive team by attracting, developing, and retaining top talent, strengthening succession depth, and maintaining low turnover.

Member and Guest Experience

- Champion a service-oriented environment where member and guest needs are consistently anticipated and exceeded.
- Reinforce the Club's culture of hospitality by demonstrating genuine passion for service and setting high standards for the entire team.
- Develop and implement dining and service strategies that elevate member experience and reflect the Club's culinary and hospitality priorities.
- Maintain a visible presence throughout the Club to strengthen relationships, gather feedback, and ensure seamless service delivery.

Governance Support and Board Relations

- Support the Board of Directors and Committees by providing clear, concise, and timely communication on Club operations, initiatives, and governance matters.
- Ensure alignment with bylaws, governance structures, and the roles and responsibilities of directors, while upholding ethical and transparent decision-making.
- Facilitate effective meetings, provide accurate reporting, and offer strategic recommendations that assist the Board in long-term planning.

Strategy, Innovation, and Change Management

- Lead the development and execution of strategic initiatives that advance the Club's long-term vision and reinforce its competitive differentiation.
- Introduce and champion innovative ideas, technologies, and programs that enhance the member experience and operational effectiveness.
- Guide organizational change with confidence, address resistance constructively, and support continuous improvement across all departments.
- Stay informed about emerging trends in the private club industry and ensure the Club adapts appropriately.

Operations, Finance and Risk management

- Oversee all operational departments to ensure efficiency, quality, and consistency in service and facility standards.
- Manage budgeting, financial planning, and cash flow to support strong fiscal performance and long-term sustainability.
- Ensure systems, processes, and reporting structures support effective decision-making, operational consistency, and disciplined financial oversight across all departments.
- Apply knowledge of food and beverage organizational structures, labour costs, and operating standards to ensure optimized performance.
- Ensure compliance with public health requirements, workplace safety standards, and relevant regulations that protect the Club's members, staff, and assets.
- Collaborate with legal counsel when necessary to mitigate risks and maintain regulatory compliance.

Communication and Relationship Management

- Communicate effectively with clarity, diplomacy, and professionalism in a wide range of situations.
- Articulate ideas persuasively and influence others in support of Club goals and priorities.
- Manage relationships with staff, members, and key stakeholders to strengthen engagement, satisfaction, and long-term loyalty.
- Mediate conflicts thoughtfully and ensure fair, ethical outcomes that support the Club's culture and community expectations.

CANDIDATE PROFILE

The ideal candidate for the General Manager / Chief Operating Officer role at The National Club is an accomplished hospitality and leadership professional who brings a blend of emotional intelligence, operational expertise, and strategic insight. This individual will excel in a complex, service-focused environment and demonstrate a deep commitment to delivering exceptional experience. To ensure alignment with this distinctive environment and be the right fit for The National Club, the following qualifications and competencies must be met:

- **Models Hospitality & Service Excellence:** Creating a welcoming and exceptional experience for members and guests. Setting high standards for service and ensuring staff are well-trained and empowered to deliver.
- **Interpersonal Leadership:** Building strong relationships with members, staff, and board members. Demonstrating empathy, active listening, and effective communication skills to foster collaboration and address concerns.
- **Displays Emotional Intelligence:** Being aware of and managing one's own emotions, while understanding the emotions of others, navigating complex situations and building trust.
- **Club Governance:** Understanding the legal and ethical frameworks that guide private club operations, including member rights and responsibilities, board structures, and regulatory compliance.
- **Strategic Management:** Developing long-range plans that consider the club's vision, mission, and competitive landscape. Setting goals, allocating resources, and measuring progress.
- **Leads Change & Supports Innovation:** Championing new initiatives that improve the club's operations and member experience. Effectively communicating and managing change processes to gain buy-in from members and staff.
- **Hospitality Operations at Scale:** Demonstrated success leading complex, high-service hospitality operations with multiple outlets, discerning clientele, and elevated service expectations, within a private club or comparable premium hospitality environment.

Education & Credentials

- Bachelor’s degree in business, hospitality, or a related field required.
- Extensive senior leadership experience within a private club environment and/or a comparable high-end hospitality organization (e.g., luxury hotel, premium dining group, or member-centric hospitality operation) is required.
- A minimum of 10–15 years of progressive leadership experience in hospitality or club management, including senior executive responsibility, is preferred.
- Certified Club Management (CCM) designation or other relevant industry designation preferred.

COMPENSATION

The National Club will offer a competitive compensation package consistent with the scope and expectations of the role. The package will include a market-competitive base salary, performance-based incentive opportunities, and a comprehensive benefits program. Compensation will be

commensurate with the candidate's experience, qualifications, and alignment with the needs of the Club. The National Club is committed to attracting and retaining top-tier leadership talent through a fair and competitive compensation structure. The base salary will be in excess of the threshold disclosure amount set out in the Pay Transparency Act Ontario (2026). The search process will be compliant with the Act.

INQUIRIES

Interested candidates are invited to submit a detailed cover letter and resume outlining their qualifications, leadership experience, and alignment with the needs of The National Club. Documents should be submitted in Word or PDF format and saved using the following naming convention: Last Name, First Name, The National Club, General Manager / Chief Operating Officer.

Application materials may be directed to the executive search team at GGA Partners.
https://shorturl.at/sQDRk

The National Club is an Equal Opportunity Employer.

LEAD SEARCH EXECUTIVES

Michael Gregory, Managing Director & Partner

Liz McDowell, CPA, CA, CCM, Director

Peter Holt, Director

For more information on The National Club, please visit https://www.thenationalclub.com/Home.