



General Manager

Els Club

Vilamoura, Algarve, Portugal

Els Club Vilamoura General Manager Job Description & Candidate Profile

CLUB OVERVIEW

The Els Club Vilamoura stands as a landmark achievement – Europe’s first Els Club and the Algarve’s first private golf club. Born from the rich legacy of the historic Victoria Golf Course, which proudly hosted the Portugal Masters for eight consecutive years until 2022, it represents both heritage and renewal.

Following its acquisition by Arrow Global, the property underwent an extensive transformation, culminating in its grand reopening in 2025. Reimagined under the guidance of four-time major champion Ernie Els, the course has been meticulously redesigned to deliver true championship conditions throughout the year. Every element reflects Els’ design philosophy: an elegant balance of natural beauty, strategic complexity, and inviting playability. With refined water features, sculpted bunkering, and a layout harmoniously woven into the Algarve landscape, The Els Club Vilamoura offers an environment worthy of the world’s finest competitions.

In 2026, the club will reach an inspiring new milestone as Portugal welcomes the PGA Tour Champions to its shores for the very first time. The Portugal Invitational, scheduled from **31 July to 2 August**, will not only stage some of the greatest players of a generation, but it will also cement The Els Club Vilamoura’s place on the global golf stage.

Available by invitation only, and having opened in Autumn 2024, the Club currently has in excess of 125 members and operates a waiting list. Membership is expected to mature at 400 members, although the priority is the protection of member access and exclusivity. Guest play is highly restricted to protect the member experience and available on a limited basis to residents of Victoria Golf Resort & Spa.

AMENITIES

- **Championship Golf:** 18-hole Ernie Els Designed Golf Course
- **Clubhouse:** A modern, elegant space offering stunning views of the course, fine dining, and relaxing lounges.
- **Practice Facilities:** A driving range, putting greens, and short-game areas.
- **Golf Academy:** Professional coaching from expert instructors.

DETAILS

The Els Club Vilamoura is managed by Details, Portugal’s leading hospitality, sports and leisure asset manager. Their asset portfolio is considerable, impressive and expanding. Today the golf assets under management include the golf courses of Vilamoura, PGA Aroeira, Monte Rei, San Lorenzo Golf & Country Club, Palmares, and Troia Golf.

Details is part of Arrow Global Group, one of Europe's leading investment and asset management firms with over €80 billion under management and servicing. Since 2008, Arrow has invested more capital in Portugal's tourism, leisure, and real estate sectors than any other market player.

For information on Details: <https://details.net/>

VILAMOURA

Arrow Global has committed to investing **€1.6 billion in Portugal by 2030**, with Vilamoura serving as a flagship for their "lifestyle-driven" investment model. Their goal is to deliver a "walkable lifestyle" similar to Southern California but with Mediterranean charm. The Els Club Vilamoura, and the plans for the community that will evolve around it, represent the reality of that ambition.

For more information on Vilamoura: <https://www.vilamouraworld.com>

POSITION SUMMARY

Having opened in 2025, this will be the first General Manager (GM) appointment for the Club. The GM will serve as the senior executive leader of Els Club Vilamoura reporting directly to the Co-CEO of Details while working as a member of the wider Details executive management team.

Direct reports include a Head of Golf Operations; Golf Course Superintendent, F&B Manager and Membership Administration. Shared services from the Details organisation will include Finance, HR and Communications.

This role is responsible for the holistic management of all club operations with a primary focus on delivering Hospitality and Service Excellence across all club amenities. The GM must be a visible, high-EQ leader who excels in Interpersonal Leadership, building trusted relationships with members and staff while fostering a culture of professional accountability.

Ultimately, the GM ensures that every facet of the Els Club experience is executed with the highest degree of sophistication and professional integrity.

KEY RESPONSIBILITIES

To be successful in this role, the General Manager will demonstrate leadership excellence across the following core areas identified through job analysis.

Leadership, Culture, and Emotional Intelligence

- Show a clear and authentic commitment to exceptional service, fostering an environment where member and guest needs are consistently prioritised.
- Establish ambitious performance expectations and hold leaders and teams accountable, addressing gaps constructively through coaching, feedback, and well-defined standards.
- Cultivate a supportive, collaborative, and respectful workplace where trust, engagement, and ongoing development are central.
- Demonstrate strong emotional intelligence and self-awareness, effectively managing interpersonal dynamics, resolving conflicts, and ensuring decisions are principled and equitable.

- Empower others by delegating thoughtfully, helping leaders and colleagues grow in confidence, accountability, and alignment with Club goals.

Member Experience

- Advocate for a personalised, high-touch experience across all Club offerings - golf, dining, practice/instruction and social events - to ensure consistent service quality.
- Communicate and embody a continuous commitment to elevating the member experience, using feedback and data to guide improvements and differentiate the Club's value.
- Ensure facilities, amenities, and programmes consistently meet the Club's standards for quality, safety, and presentation, safeguarding both reputation and long-term appeal.
- Direct the dining strategy and its execution to ensure food and beverage services reflect member expectations and enhance the overall Club experience.
- Foster an authentic, relevant and highly-engaging social programme for members designed to feed their desire for connection, competition and celebrations.

Strategic Leadership

- Deliver, and develop, strategic initiatives and long-range plans aligned with the Club's vision, financial capacity, and evolving needs of its members.
- Stay receptive to new ideas and informed on industry best practices, integrating innovation appropriately while honouring the Club's culture.
- Reflect on past outcomes and apply lessons learned to strengthen strategies and enhance overall organisational effectiveness.

Operations, Financial Stewardship and Risk Management

- Oversee all Club operations, ensuring efficiency, consistency, and service excellence across departments.
- Maintain strong financial discipline, including budgeting, cash flow management, forecasting, and monitoring financial performance against approved plans.
- Lead capital and operational projects using sound project management practices, ensuring timelines, budgets, and stakeholder communication are effectively managed.
- Ensure compliance with applicable public health, safety, and employment regulations, prioritising the safety and well-being of members and staff.
- Proactively identify operational risks and implement policies, controls, and training to safeguard people, assets, and the Club's reputation.

CANDIDATE PROFILE

The GM is to be responsible for leading the team at Els Club Vilamoura to achieve its strategic objectives while advancing its culture of excellence and community. To ensure alignment with this distinctive environment and be the right fit for the Club, the following qualifications and competencies are required.

- **Hospitality & Service Excellence:** A track record of 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.

- **Strong Interpersonal Leadership:** With empathy, active listening, and effective communication skills, candidates must have the ability to build strong relationships with members, staff and colleagues.
- **Emotional Intelligence:** Being aware of and managing one's own emotions, while understanding the emotions of others. This allows for navigating complex situations and building trust.
- **Strategic Management:** Capability to implement and evolve long-range plans that consider the club's vision, mission, and priorities. Setting goals, allocating resources, and measuring progress.
- **Food and Beverage:** Managing the club's food and beverage operations to provide high-quality cuisine and exceptional service.
- **Financial Acumen:** Understanding financial statements, budgeting, cost control, and financial analysis specific to the private club industry.

Education: Bachelor's degree in business, hospitality, or a related field required; industry certification strongly preferred. Minimum of 5 years of senior leadership experience in a distinguished private club.

COMPENSATION

An attractive compensation package, commensurate with experience, which will include a competitive base salary, and benefits.

ENQUIRIES

IMPORTANT: Interested candidates should submit their resume along with a detailed cover letter which addresses the qualifications and describes your alignment/experience with the prescribed position **by 17 April 2026** to <https://shorturl.at/WnvmM>.

Those documents must be submitted in Word or PDF format (save as “Last Name, First Name, Els Club Vilamoura, Resume” and “Last Name, First Name, Els Club Vilamoura, Cover Letter”) when applying.

LEAD SEARCH EXECUTIVE

Rob Hill, Managing Partner, EMEA