



job description

Job title: AIGL Team Leader

Reports to: Guest Experience Manager

Job purpose:

To lead a team of Group Leaders to deliver a safe, engaging, and enjoyable experience to our guests in a residential outdoor setting. To support the smooth running of the operation and ensure our guests' needs are met.

Key responsibilities:

1. To lead and manage a team of Group Leaders (GL)

- Lead, motivate and inspire your team to deliver an excellent guest experience
- Deliver practical and engaging training to our GLs
- Monitor performance in the workplace and use coaching and mentoring skills to provide constructive and developmental feedback
- Promote the principles of health, wellbeing and personal development so that your team can work to their full potential
- Use HR processes (e.g. the capability and disciplinary procedures, medical risk assessment, return to work interview) to address conduct issues, absence related issues and raise standards
- Act as a role model by demonstrating the highest possible standards of behaviour

2. To oversee the delivery of safe, engaging and enjoyable activities and evening entertainments to our guests

- Manage the day-to-day operation of the activity and guestcare department
- Monitor the delivery of activities and evening entertainments to make sure they are fully compliant with PGL's guidelines, standards and policies
- Support GLs to adapt their delivery to meet the needs of a wide range of PGL guests and products
- Work to prevent incidents, accidents and safeguarding issues from occurring. When necessary, take the lead to investigate an incident or accident and help to implement any agreed changes
- Provide first aid cover as and when required
- Take responsibility for equipment and base management
- Support programming tasks on centre
- Take a lead with regards to contingency planning and the implementation of last-minute changes

3. To provide high levels of customer care in a residential outdoor setting

- Take responsibility for the delivery of an excellent guest experience, including great 'first impressions' on arrival and engaging with guest are throughout their stay
- Look for formal and informal opportunities to gather and share guest feedback
- Deal promptly and efficiently with guest issues and complaints
- Support other departments as required
- Act as an overnight on-call duty manager on a rota basis



person specification

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Relevant experience:

	Essential	Desirable
A minimum of 1 full season as an outdoor instructor/group leader (or equivalent)	✓	
A minimum of 3 months working with children and/or young people		✓
Experience of leading and managing teams in a team leader or supervisory role		✓
Experience of delivering practical training		✓
Experience of workplace monitoring e.g. employee observations		✓
Experience of giving constructive and developmental feedback		✓
Experience of using Microsoft Office e.g. Word, Excel, Outlook		✓

Relevant skills/qualifications:

	Essential	Desirable
First aid qualification		✓
First Aid Trainer		✓
Level 3 award in Leadership and Management		✓
Level 3 award in Education and Training		✓
GCSE Grade D or equivalent (e.g. Functional Skills Level 1) or above in English, or willing to work towards it	✓	
Full driving licence		✓

Key competencies:

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience	Customer focus
Places the customer at the heart of planning and decision making and ensures others do the same	Customer focus
Develops and maintains effective working relationships with others.	Teamwork
Communicates and presents effectively; with passion, energy and enthusiasm	Interacting and presenting
Manages own time and workload effectively to focus on best value activities	Personal effectiveness
Acts as a positive role model for others by demonstrating high personal standards of behaviour along with energy, drive, and determination.	Personal effectiveness
Makes sound decisions based on knowledge, experience, and available information	Decision making
Sets clear expectations for teams and individuals	Leading and managing people
Provides motivation and encouragement to others	Leading and managing people
Treats people in a fair, consistent, and respectful manner and values diversity	Leading and managing people
Provides positive and constructive feedback and uses coaching to improve performance	Leading and managing people

Additional Information:



person specification

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain a satisfactory police check, which PGL will pay for if required. For example, if your current or primary residence is in France, the required check is the 'Extrait de Casier Judiciaire (bulletin n°3)'. If your current or primary residence is in the UK, we require an enhanced check from the 'Disclosure and Barred Service (DBS)'. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.