

PGL Beyond Job Description



Job Title: Customer Care Advisor

Reporting to: Senior Customer Care Manager

Main purpose of the role

To support the enhancement of PGL's product offerings, Customer Care Advisors ensure all customer feedback receives high-quality replies, taking ownership of issues and seeing them through to resolution, whilst also recording and gathering feedback to assist in improving services.

As part of PGL Beyond you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

Take ownership for complaints for all PGL products seeing them through to a satisfactory resolution

- Resolve customer complaints from all business areas, including Sales, Customer Service, and Group Leader Questionnaires.
- Investigate complaints thoroughly, recording all information in Salesforce and reservation systems for accurate reporting and root cause analysis.
- Follow PGL's complaints process to establish facts and provide appropriate replies to customers.
- Take ownership of all feedback, ensuring customers feel valued by embodying PGL's core values.
- Focus on customer retention by turning negative experiences into positive outcomes.
- Maintain good interdepartmental communication to improve processes and achieve the best outcomes for customers and departmental efficiency.

Maintain In-house CRM/Reservations Systems and Reporting

- Ensure efficient and accurate entry of data
- When required assist with obtaining and preparing information from the system about complaints for reporting purposes
- Assistance with any customer analysis work as required

Other responsibilities

- To continue to develop your product knowledge and skills to keep up with changes in technology, ways of working and changes in customer expectations
- To regularly review own targets and work towards the achievement of objectives
- To ensure that health & safety standards are adhered to
- To always ensure that you adhere to PGL policies and procedures

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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Additional Information

- Visits to centres around the UK and attractions around the UK may be required as part of the role and may involve overnight stays and participation in some activities.
- During peak times late working may be required and time will be given back in lieu of quieter periods.
- There will be periods of the year where we will not approve annual leave due to business demands.

Useful Information

Our Customer Support function is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive, and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Previous experience working in a customer service or complaint handling role	✓	
Experienced in using computer systems specifically relating to Microsoft Office packages and database/CRM system	✓	
Experienced in taking ownership of complaints and manage an end-to-end investigation to find a resolution for the customer	✓	
Experience in communicating with customers and colleagues to resolve customer complaints in a timely manner to improve customer satisfaction levels and rebooking	✓	

Skills & Knowledge	Essential	Desirable
Good knowledge of operational processes and procedures		✓
Strong communication skills are essential plus the ability to build successful working relationships. You'll be able to demonstrate having worked with a wide variety of internal and external stakeholders	✓	
Excellent verbal and written communication skills (excellent standard of written English)	✓	

Personal Attributes	Essential	Desirable
Delivers world-class customer service.	✓	
Remain positive and professional always	✓	
Excellent attention to detail and a calm, can-do attitude	✓	

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Manages own time and workload effectively	✓	
A proactive approach	✓	
Problem solver who is able to remain calm and focused in pressurised situations as well as managing and resolving conflict	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

'Lend a Hand'

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our

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Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don't usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 07/05/2025.