

PGL Beyond Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Customer Relations Advisor

Reporting to:

Main purpose of the role

Customer Relations Advisors play a vital role in enhancing PGL Beyond's product offerings by ensuring all customer feedback is handled with care, professionalism, and a commitment to continuous improvement. They take full ownership of issues, delivering high-quality responses and seeing each case through to resolution. Feedback is carefully recorded and analysed to help shape and improve future services.

In addition to managing general feedback, Customer Relations Advisors are responsible for handling disruptions during tours, such as transport delays, flight cancellations, hotel changes, and other unexpected itinerary alterations. They respond swiftly and empathetically, working to minimise the impact on the customer experience and maintain the high standards PGL Beyond is known for.

As part of **PGL Beyond**, you'll help create unforgettable learning and adventure experiences that make a lasting difference in the lives of young people. Our incredible team is the heart of our success. We're proud to match your dedication with a strong commitment to your wellbeing and career development.

Responsibilities

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

- Take ownership of complaints across all PGL Beyond products, ensuring they are resolved to a satisfactory outcome
- Manage and resolve customer complaints from all business areas, negotiating resolutions with customers to ensure outcomes align with company values and customer expectations.
- Investigate complaints thoroughly, documenting all relevant information in Salesforce and internal systems to support accurate reporting and root cause analysis
- Follow PGL Beyond's complaints process to establish facts and deliver appropriate, empathetic responses to customers.
- Take full ownership of all feedback, ensuring customers feel heard and valued by consistently demonstrating PGL Beyond's core values
- Focus on customer retention by transforming negative experiences into positive outcomes

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- Respond to and manage disruption during tours, including transport delays, flight cancellations, hotel changes, and other unexpected itinerary alterations, working swiftly and efficiently to minimise impact on the customer experience
- Maintain strong interdepartmental communication to improve processes, support operational efficiency, and deliver the best possible outcomes for customers

Maintain In-house CRM/Internal 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 agreed objectives
- To ensure that health & safety standards are adhered to
- To always ensure that you adhere to PGL Beyond's policies and procedures
- Participate in the Company Emergency Procedure and Duty Officer Procedures to ensure effective 'pre tour' and 'on tour' support to customers
- Provide assistance to other team members where appropriate both within the Team and other areas of the business
- Participate in any training, activities, or projects on a temporary or ad hoc basis to enable the achievement of business aims and objectives
- Duty Officer Procedures: All customer facing colleagues after an appropriate period will be expected to actively participate in the Duty Officer Procedure which provides out of hours support (as required) to our clients on tour. Full training is provided, and Duty Officer responsibilities are allocated on a rota basis.

Additional Information

- The role may require the post holder to travel on business, including overnight stays to develop a greater understanding of the Customer Experience.
- During peak times late working may be required and time will be given back in lieu of non-peak periods.
- Participate in any activities or projects on a temporary or ad hoc basis to enable the achievement of business aims and objectives

Useful Information

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Our Customer Care - 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
Proven experience in customer service or complaint resolution	✓	
Strong written and verbal communication skills, with the ability to handle sensitive situations professionally.	✓	
Familiarity with handling travel-related disruptions and working in fast-paced environments.		✓
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
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 problem-solving and decision-making abilities	✓	
Excellent verbal and written communication skills (excellent standard of written English)	✓	
Understanding of customer care principles and complaint handling best practices	✓	
Confident and empathetic negotiation skills with the ability to resolve issues and reach mutually beneficial outcomes	✓	

Personal Attributes	Essential	Desirable
Empathetic and customer-focused, with a genuine desire to help others	✓	
Ability to remain calm under pressure and manage multiple priorities	✓	
Proactive and solution-oriented, with a positive attitude toward challenges	✓	
Manages own time and workload effectively	✓	
Resilient and adaptable, able to work effectively in changing circumstances	✓	
Collaborative and communicative, with a team-first mindset	✓	

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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' s values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people, and recognise the importance and benefits of a diverse and inclusive 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 Beyond 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 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

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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 25/09/2025..