



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## Job Title: Customer Support Administrator

Reporting to: Customer Services Supervisor

### Main purpose of the role

UK Customer Services is the largest department in PGL and run trips for over 6000 groups a year. This role includes supporting a team of advisors, who individually, are the main point of contact for around 300-350 party leaders who are organising a PGL trip.

Our customers are teachers, youth and uniform leaders.

The Customer Support Administrator will provide crucial administrative assistance to the customer service team by handling tasks such as processing and sending vital documentation, updating records, processing changes to bookings, and sending financial documentation. This role assists customer service advisors with administrative duties, allowing them to focus on direct customer interactions and ensuring smooth service delivery. The administrator will also maintain accurate documentation, track requests, and contribute to the overall success of the customer service team.

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

- **Documentation Management:** Process and send essential documentation, including customer records, booking confirmations, and financial documents.
- **Data Entry & Record Keeping:** Maintain and update accurate customer records, ensuring that all relevant information is up to date and accessible to the customer service team.
- **Booking Support:** Assist with processing changes to bookings and ensuring all details are accurately reflected in the system.
- **Financial Documentation:** Send out financial documents, such as invoices, purchase order requests, and payment reminders, ensuring accuracy and timely delivery.
- **Task Coordination:** Assist in managing and tracking requests, ensuring follow-up and closure of pending tasks to enable smooth workflow.
- **Working with the Customer Service Team:** Provide administrative assistance to customer service advisors, allowing them to focus on direct customer interactions.
- **Service Delivery Assistance:** Contribute to the overall success of the customer service department by ensuring efficient administrative operations.
- **Problem Solving:** Identify and resolve any administrative issues that may impact customer service delivery, escalating issues when necessary.

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## Useful Information

Our Customer Service - UK Groups 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
Experience of dealing with customers via telephone and email		✓
Previous experience of working with schools and groups or within other travel industry sectors		✓
Experience in working within a large open plan office		✓
Experience in dealing with customer complaints as well as responding to customer feedback		✓

Skills & Knowledge	Essential	Desirable
Have a clear idea of what exceptional customer service is and provide it on a daily basis	✓	
Keeps calm under pressure	✓	
Strong personal organisation skills – ability and experience of effectively prioritising workloads and multi-tasking	✓	
Confident and friendly telephone manner	✓	
Excellent oral and written communication skills	✓	
Computer literate with experience of Word and Excel	✓	
Keen attention to detail	✓	
The ability to work unsupervised and as part of a team and to adhere to strict deadlines	✓	
Deliver results	✓	
Have good decision making skills	✓	
Be able to accept and manage change	✓	
Show innovative and problem solving skills	✓	

Personal Attributes	Essential	Desirable
Be customer focused	✓	
Dedication and Values	✓	

Additional requirements	Essential	Desirable

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Enhanced DBS Check	✓	
UK Drivers License		✓

## 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 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 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 25/02/2025.