



# job description

**Job title: General Manager**

**Reports to: Regional Operations Manager**

**Job purpose:**

To develop and lead a strong Centre team managing all facilities and resources to deliver the PGL Standards, meeting customer expectations, setting and achieving financial targets and profit levels, underpinned by a strict culture of excellent Health and Safety.

**Key responsibilities:**

## 1. Motivated, Effective and Supported Team

- Motivate and inspire the team through exemplary leadership and personal standards
- Take action to recruit, retain, motivate and inspire the centre team to deliver excellent customer service and achieve stretching targets
- Proactively monitor management performance against targets, objectives and PGL's approach, coaching all department heads and supporting their development
- Lead the team to maximise potential and ensure that there is a clear succession plan for each leadership role, working with GM peers accordingly
- Ensure that training of all colleagues on site is delivered and monitored effectively
- Respond appropriately and implement company procedure in the event of an emergency or an urgent situation, taking a leadership role throughout
- Ensure that the company monitoring, review and STAR system is fully compliant across all departments
- Forecast and deliver the efficient and effective allocation and utilisation of staffing, equipment, space and resources
- To perform all duties expected of a member of the Senior Management Team.
- Attend and actively contribute to centre Head of Department, Health and Safety committee and other relevant meetings, supporting a bias for action and issue resolution within them

## 2. Excellent Customer Delivery

- Ensure that the PGL Product is delivered with excellence to each and every customer, following the PGL Standards throughout each department
- Be Customer Led - ensure that effective proactive monitoring of the operation is in place and that the centre team gather customer feedback in person and through GLQs, recognising great performance and implementing corrective action as required
- Role model a strong presence 'on the floor', directly engaging with customers on a regular basis and inspiring all others to do the same across all departments
- Set clear and measurable objectives for the centre, departments and individuals and then continually monitor, review and develop them, helping all departments to achieve
- Have a high attention to detail throughout the centre operation

### 3. Highest Levels of Health and Safety

- Ensure that the highest standards of Health, Safety and Hygiene are continually achieved in line with the up to date PGL Policies and Procedures and industry best practice.
- Take responsibility and a lead on centre in adhering to the PGL's Child Protection & Safeguarding Policy
- Robustly and thoroughly review Health and Safety matters arising within and external to your centre and PGL, implementing learning to drive a culture of continuous improvement
- Complete thorough and effective risk assessments, taking action within the specified time frame on recommendations, investigations and any other information with regards to health and safety
- Ensure compliance requirements are fulfilled and recorded, including the implementation of Agility

### 4. Set and Achieve Financial Budget/Targets and Capital Plan

- Set realistic but challenging centre forecasts to maximise profit whilst delivering an excellent, safe operation
- Manage and review performance on a regular basis, taking decisive and speedy corrective action when opportunities or issues are noted
- Ensure actions with the potential to improve productivity, efficiency and to reduce costs are regularly reviewed and taken (passing them to the appropriate colleague where they impact PGL Standards)
- Ensure that all centre financial controls and business decisions are executed in line with PGL Policy and the Law
- Develop prioritised costed project cases for capital requirements, both to maintain as well as to improve the centre infrastructure
- Develop and maintain investment / improvement programmes, making robust and fully justified recommendations for capital investment
- Ensure any local sales opportunities/leads are quickly passed through to the commercial team for follow up

### 5. Contribute to the Wider Performance and Improvement of PGL

- Promote and display, positive, consistent and effective communication across departments, centres and support centres
- Promote the sharing of best practice at all levels, challenging the team to generate new ideas to improve the business
- Personally, contribute to the future success of PGL by spotting improvement opportunities, challenging the status quo and making suggestions to improve our approach
- Engage positively and effectively with the local community, ensuring the centre and company is well regarded
- Assist at other centres across the PGL estate as required
- Support with designated tasks and projects as agreed with Regional Operations Managers



# person specification

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**Key competencies:**

Competency statement	Competency Area
Develops the potential of individuals and teams; empowers people to maximise their performance	Builds Successful Teams
Creates a supportive team culture and builds a pipeline of future talent	Builds Successful Teams
Provides leadership and gives direction, making clear decisions and taking responsibility	Leads and Decides
Establishes and upholds standards; acts with integrity and enhances the organisation's reputation	Leads and Decides
Drives and supports organisational change. Is open to new ideas, champions continuous improvement and manages innovation	Drives Change and Innovation
Demonstrates understanding of customer needs and focuses on delivering customer satisfaction	Drives Customer Focus
Develops a customer centric culture	Drives Customer Focus
Identifies and sets strategic goals, taking action to realise them	Shapes Strategic Direction
Builds strong relationships and networks effectively	Engages and Influences
Displays resilience, flexibility, adaptability and drive	Maximises Personal Effectiveness
Demonstrates commercial and financial awareness	Displays Business Acumen

**Relevant experience:**

	Essential	Desirable
Worked successfully at a PGL centre or other similar business at a senior level	✓	
Experience of self-directed work with an ability to prioritise effectively	✓	
Confident user of standard office technology and Microsoft office	✓	
Experience of managing budgets, understanding internal & external pressures upon them	✓	
Project management experience		✓
Proven track record of high guest focus and delivery	✓	
Proven track record of staff leadership and management	✓	
External business / customer focus environment experience	✓	
Experience of working within an environment that has a safeguarding responsibility	✓	
Conversational French		✓

**Relevant qualifications:**

	Essential	Desirable
Full clean driving licence	✓	
Level 5, or above, in Leadership and Management		✓
Level 4 Health and Safety (or willing to work towards)	✓	



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## ***Additional Information:***

**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 satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. 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.