

PGL Job Description



Job Title: Guest Experience Assistant Manager (CGR)

Reporting to: Guest Experience Manager

Main purpose of the role

To support the Guest Experience Manager by leading, managing, and empowering the Guest Experience team to deliver high-quality, fun, and safe guest experiences. Assist in managing daily activities and tours, ensuring team leaders have the necessary tools and skills, resolving guest and colleague issues promptly, and implementing corrective actions and new procedures as directed.

As part of PGL 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

Deliver a high-quality, fun and safe guest experience

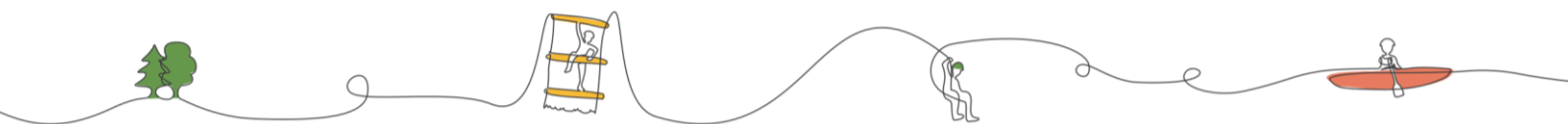
- Manage and oversee the on-centre guest experience, from arrival to departure, including post-visit feedback.
- Support activity and tours delivery, ensuring adherence to standards and protocols.
- Actively engage with guests on-site, seeking feedback, resolving concerns, and promoting quality and enjoyment.
- Provide regular feedback and data to the Guest Experience Manager regarding team performance and activity delivery, while also sharing insights for improvement and course correction.

Contribute to personal and colleague development with the ambition to create great leaders

- Monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Ensure the welfare and wellbeing needs of direct reports and their teams are met.
- Use People Management processes to address performance and conduct concerns, improving standards.

Immaculately implement policies, services and standards

- Work with direct reports to ensure safeguarding policies and processes are implemented and maintained, in line with PGL safeguarding policies.
- Lead or support disciplinarys, risk assessments and investigations as required.
- Lead and support inductions to welcome new colleagues.



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- Support the management of immediate and strategic workforce planning, recruitment needs, attrition, holidays, training needs and performance statistics relating to the Guest Experience team
- Work closely with the Guest Experience Manager to support the needs of all products on centre, managing differing expectations and requirements.
- Ensuring completion of regular base and equipment checks and maintenance for daytime and evening activities

Embrace and promote a 'One Best Way' approach collaborating with other centre functions

- Provide a pro-active 'guest facing' presence on centre observing and ensuring that guests are supported, and colleagues are providing a fun and safe experience.
- As required, conduct centre leadership activities including cross-functional meetings and participation in the duty rota.
- Support changes required to amend programs because of unavoidable changes to activity / colleague scheduling
- Provide assistance to other departments as needed.

Useful Information

Our centre 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
Understanding of PGL standards, policies and best practice	✓	
Line management – Proven experience of coaching and mentoring, reports to empower decision making	✓	
Management of employee relation and welfare issues, at an appropriate level of severity	✓	
First Aid Training	✓	
Experience of creating and delivering effective training	✓	
Level 3, or above, in Leadership and Management (or equivalent)		✓
Level 3, or above, in Education and Training (or equivalent)		✓

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Ability to manage, mentor and develop individuals and teams to fulfil their potential		✓



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Fluent spoken, written and comprehension of English	✓	
Comfortable using conversational French on a day-to-day basis		✓
A basic level of French	✓	
Looks for new or innovative approaches to solve the issue	✓	
Relates to others in a confident and relaxed manner	✓	

Personal Attributes	Essential	Desirable
Accurate with a high attention to detail	✓	
Ability to work effectively with others	✓	
Genuine commitment to Equality and promoting the Values of diversity	✓	
Communicates and presents effectively; with passion, energy and enthusiasm	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	
Demonstrates commitment to PGL's vision, values and business priorities.	✓	
Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check, Casier Judiciare Bulletin 3 or Overseas Police Check	✓	
Full Drivers licence		✓

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, delivery and decision-making around ESG, upholding company and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.

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:



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- 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. PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

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.

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 25/07/2024.

