

PGL Job Description



Job Title: Guest Experience Specialist (Tours) (CGR)

Reporting to: Guest Experience Team Leader/ GEAM

Main purpose of the role

To support the delivery of the French Package including French Tailor Made and Paris Package Tours. You will deliver excursions, provide entertainment during the coach journey and encourage the guests to use their French in everyday situations. You will accompany the Party Leaders and teachers on excursions using your knowledge of the venues and French culture to help fulfil the group's learning outcomes including the use of French language in context. Additionally, you will assist with the general supervision and pastoral care including support at mealtimes and at times the delivery of onsite activities.

You will also work alongside the GEM, GEAM and Team Leaders to deliver training to the team, assist in workplace monitoring and act as a role model to other team members to help develop them throughout their season.

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.

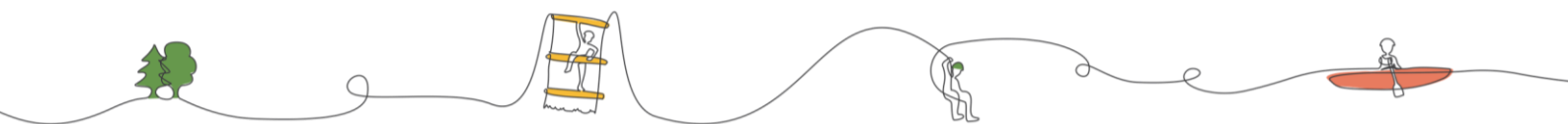
Responsibilities

Lead the Excursions

- Liaise with the Party Leader, coach drivers and other relevant centre staff about excursion timings and organisation.
- Direct the coach driver to suitable parking places and agree meeting points and timings.
- Organise the group for the venue/visit, provide location and safety briefings in both French and English.
- Remain in contact with the group throughout the visit to provide assistance where relevant.
- Provide both local knowledge and entertainment on coach journeys
- Where requested, ensure the maximum use of the French language as possible throughout the groups' stay and in accordance with the Party Leader's wishes.

Assist with the general supervision and pastoral care of guests

- Ensure guests receive a friendly welcome upon arrival, conducting induction processes with care and engagement.
- Act as a point of contact for the Party Leader on all matters relating to the guests' stay, resolving any issues promptly by coordinating with other departments.



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- Be responsive to individual guests needs including support on dietary needs and engage other members of staff where necessary.

Oversee the delivery of the different French Products booked by groups

- Communicate with the Party Leader to discuss the group's learning outcomes, aims and objectives
- Organise and deliver excursions to venues supporting and enhancing learning
- Prepare and deliver activities on the agreed itinerary
- Maximise the use of resources and opportunities to deliver fun, interesting and informative learning experiences

Assist with centre specific duties associated with a residential children's activity centre

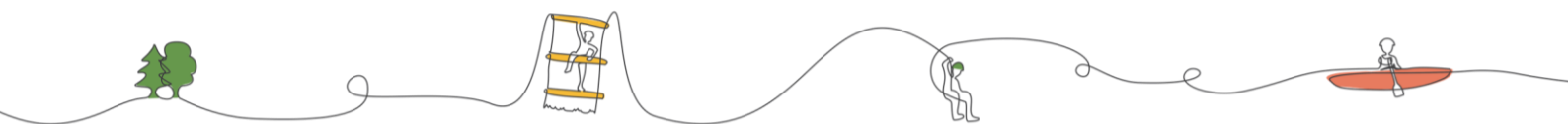
- Work alongside the Housekeeping team on departure/arrival days to clean and prepare accommodation.
- Assist in other departments as required (AIGL, Catering, Housekeeping and maintenance).
- Assist at other centres across the PGL estate as required.
- Residential colleagues may be required to cover an overnight on call emergency assistant shift on a rota basis.

Lead and assist with delivering practical and engaging training to colleagues

- Lead and assist with delivering training which ensures that Guest Experience colleagues are well equipped to perform their roles
- Help to lead, motivate, and inspire the rest of the team to deliver an excellent guest experience, acting as a role model by demonstrating the highest standards of behaviour
- Assist in monitoring workplace performance by completing AWMs and giving feedback to team members
- Assist with other management elements of the role to further your knowledge and development within the role and the team – both guest facing and internal as required.
- Attend any training courses as directed by the Centre Manager or Guest Experience Manager

Broaden your own competence/knowledge.

- Attend any training courses as directed by the Centre Manager or Guest Experience Manager
- Regularly review own targets and work towards the achievement of agreed objectives.
- Follow a personal development plan that could lead toward gaining River leadership qualifications



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Useful Information

Our centre is transforming to better position us to support 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
Degree level French (or equivalent) or fluent French speaker		✓
Previous experience of delivering to groups in an educational setting		✓
Experience working with children and young adults		✓
Experience in delivering high levels of customer service	✓	
Experience of creating and delivering effective training		✓
Understanding of PGL standards, policies and best practice	✓	
First aid qualification		✓

Skills & Knowledge	Essential	Desirable
Good organisational skills	✓	
Comfortable using conversational French on a day-to-day basis	✓	
Fluent spoken, written and comprehension of English	✓	
Ability to communicate effectively with others	✓	
Ability to work as part of a team & deliver results	✓	
Ability to develop individuals and teams to fulfil their potential		✓

Personal Attributes	Essential	Desirable
Ability to work effectively with others	✓	
Delivers an exceptional customer experience	✓	
Acts in a manner that upholds the values of the organisation and benefits our reputation	✓	
Support teammates in the development of their skills	✓	
Complies with all relevant policies and procedures	✓	
Communicates and presents effectively; with passion, energy and enthusiasm	✓	
Provides positive and constructive feedback and uses coaching to improve performance		✓

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

Additional information

Environmental & Social Governance (ESG)

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

This requires personal, departmental and company-wide level support 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 understand 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 supporting 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.



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Job description updated on XX/XX/XXXX.

