



person specification

Job title: Guest Experience Assistant Manager CGR

Reports to: Guest Experience Manager CGR

Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL offers. We believe work should be a place where you can be your best and feel your best.

Purpose of the role:

What we'd like you to do: Reporting into the Guest Experience Manager, you will be responsible for leading, managing and empowering a team of leaders within the Guest Experience team to deliver of high quality, safe and fun educational guest experiences with specific leadership responsibility for on centre Activities. You will support the Guest Experience Manager to manage the day-to-day excursions, and tours, whilst leading the activity delivering, ensuring your reports have the right tools and skills in place to deliver excellent guest experience and manage their teams effectively. You will support them to resolve guest and colleague related issues appropriate and in a timely manner. You will also support the implementation of course corrective action and new ways-of-working, as directed by the Guest Experience Manager.

Deliver a high-quality, fun and safe guest experience:

- Managing those responsible for the on centre guest experience, from arrival to departure and including post visit feedback.
- Support the delivery of excursions, tours and lead the delivery of Activities ensuring that standards and protocols are followed.
- Be a visible presence on centre and off-site, regularly floor walking to interact and liaise with Guests. Pro-actively manage seeking face to face feedback, resolving concerns and promoting quality and fun.
- Share feedback and data to the Guest Experience Manager on a regular basis, around the performance of the team and delivery of excursions, tours and activities
- Share ideas and insights with the Guest Experience Manager around improvements or better ways-of—working on and off centre
- Implementation of course corrective action to continuously improve and enhance processes, excursions, activities and ways of working.
- Support pastoral care responsibilities ensuring the welfare and wellbeing of guests on site.
- As appropriate, share responsibility with and support the Guest Experience Manager in the discussion of SEND requirements and activity/itinerary adaptations

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

- Line management of team members including, conducting probationary and mid-point reviews, creating Personal Development Plans, facilitating training requirements, supporting career conversations and conducting regular 1:1 sessions.
- Ensure direct reports and their teams are supported with their welfare and wellbeing needs.
- Identify and implement preventative measures on centre to mitigate and reduce the number of escalated colleague incidents relating to performance, welfare or conduct.
- Develop the skills of your team to, monitor, performance manage and develop to deliver high-quality, fun and safe experiences.
- Ensure a welcoming environment on centre for colleagues and manage processes giving opportunity for feedback on their experience.
- Support the Guest Experience Manager to plan and deliver inductions for new colleagues.



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Immaculately implement policies, services and standards:

- Collaborate with the Facilities Team to confirm that Activity base and equipment due diligence is being followed .
- Lead the Guest Experience team to deliver high quality, fun, educational and safe Activities on centre.
- Lead the AIGL department and ensure that Activities are delivered to both the highest PGL and Health & Safety and standards
- Lead AWM for Activities ensuring all activities are being monitored and a culture for continuous improvement, corrective support and identifying training & development needs exists.
- Within the AIGL department lead a culture where Accident, incident and near miss are being recorded and corrective action is being implemented.
- Collaborate with the Guest Experience Asst Manager and Facilities Team to prepare and successfully meet the standards set for internal and external compliance audits.
- Work with direct reports to ensure safeguarding policies and processes are implemented and maintained, in line with PGL safeguarding policies.
- Lead or support disciplinaries, risk assessments and investigations as required.
- Lead and support inductions to welcome new colleagues.
- Support the management of immediate and strategic workforce planning, recruitment needs, attrition, holidays, training needs and performance statistics relating to the Guest Experience team

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

- Provide a pro-active 'guest facing' presence on centre and off, 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 as a result of unavoidable changes to excursions, tours activities and staff scheduling

** You may also be required to support alternative teams in project work or any other capacity across your centre or the business.*

Key competencies:

Competency statement	Competency Area
<ul style="list-style-type: none"> • Takes responsibility for the delivery of exceptional customer experience. • Takes responsibility for the delivery of exceptional on-centre Activities • Identifies and seeks to understand customer requirements. • Develops and maintains a meaningful relationship with the customer. 	Customer Focus
<ul style="list-style-type: none"> • Ability to manage, mentor & develop individuals to fulfil their potential 	Leadership & Management
<ul style="list-style-type: none"> • Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo. • Looks for new or innovative approaches to solve the issue. 	Change, Innovation & Problem Solving
<ul style="list-style-type: none"> • Communicates and presents effectively. • Relates to others in a confident and relaxed manner. 	Interacting and Presenting



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- Demonstrates commitment to PGL's vision, values and business priorities.

Personal Effectiveness

Relevant experience:

	Essential	Desirable
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	✓	
Knowledge and experience of leading delivery of activities offered on centre	✓	
Experience of creating and delivering effective training	✓	
Risk Management	✓	
Understanding of PGL standards, policies and best practice		✓

Relevant qualifications:

	Essential	Desirable
Level 3, or above, Leadership and Management qualification		✓
Level 3, or above, Education and Training qualification		✓
Conversational and written French		✓
First Aid qualification / First Aid Trainer		✓
Full valid driving licence		✓

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.