



# person specification

**Job title: Guest Support Assistant**

**Reports to: Guest Experience Manager**

***Our people are at the heart of our Company. We have a passion for exceptional service, and a love of what PGL has to offer. 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:** Be responsible for supporting the guest journey pre-arrival, demonstrate exceptional guest service whilst on centre and support operational tasks essential for the day to day running of the centre.*

**Manage the Centre reception during opening hours, providing a positive and friendly welcome to guests and visitor**

- Greet all visitors to the centre in a polite and helpful manner.
- Be the first point of contact and have ongoing communication with staff, visitors and guests. Sort and distribute centre mail.
- Answer telephone enquiries ensuring messages are recorded and passed on to the relevant people.
- Deal with any requests at reception quickly, efficiently and professionally passing on to the relevant person when required.
- Take responsibility for maintaining the office/reception environment.
- Ensure that during busy periods, there is appropriate cover to support on Reception.
- Monitor centre inbox including responding and managing lost property.
- Communicate with guests whilst on centre to provide direction and information.
- Escalate queries, as appropriate, to centralised programming team or to relevant people with authority to respond to issue.
- Responsible for catering for and identifying guests requiring support with any additional needs.

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

- Take ownership of own personal development and training needs

**Provide wider administrative support to the Centre:**

- Liaison with centre teams and programmers to ensure all printed information is up to date and accurate.
- Provide the Guest Experience team with the documentation needed to facilitate guest arrivals and activities.
- Management of own workload to ensure that administrative tasks can be carried out when there is appropriate cover and does not impact busy periods of visitor/guest arrivals



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

- Provide relevant training and upskilling to new starters or temporary cover to Reception
- To complete all directed administration tasks accurately, ensuring confidentiality and working towards required deadlines.
- Ensure that daily takings for all on-site revenue have been accounted for according to set financial protocols and prepare all on-site revenue for weekly banking including petty cash.
- Welcome and oversee visitors on centres (e.g. contractors, parents etc) and ensure they complete relevant paperwork, and (where required) demonstrate DBS status.
- Assist in other departments as required

\* 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"> <li>• Takes responsibility for the delivery of an exceptional customer experience.</li> <li>• Identifies and seeks to understand customer requirements.</li> </ul>	Customer Focus
<ul style="list-style-type: none"> <li>• Communicates and presents effectively.</li> <li>• Relates to others in a confident and relaxed manner.</li> </ul>	Interacting and Presenting
<ul style="list-style-type: none"> <li>• Produces quality work within budget which consistently meets deadlines.</li> </ul>	Delivering Results
<ul style="list-style-type: none"> <li>• Manages own time/workload effectively to focus on best value activities.</li> <li>• Demonstrates commitment to PGL's vision, values and business priorities.</li> </ul>	Personal Effectiveness
<ul style="list-style-type: none"> <li>• Looks for new or innovative approaches to solve the issue.</li> </ul>	Change, Innovation & Problem Solving

### Relevant experience:

	Essential	Desirable
Proficient experience of I.T and Microsoft software packages (Excel, Word, SharePoint, Teams, Outlook, PowerPoint etc.)	✓	
Previous experience in an administration based role		✓
Knowledge of the centre		✓

### Relevant qualifications:

	Essential	Desirable
GCSE Grade A-D or equivalent (e.g. Functional Skills Level 2) in English and maths	✓	
First Aid Training		✓
Full valid UK 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.