



# job description

**Job title:** Guestcare Team Leader

**Reports to:** Guestcare Manager

***Job purpose:***

To lead a team of Guestcare staff to deliver a safe, engaging, and enjoyable experience to our guests in a residential outdoor setting. To support the smooth running of the operation and ensure our guests' needs are met.

***Key responsibilities:***

**1. To ensure effective customer care is delivered and enhance the customer experience**

- Ensuring that the Tour Leaders provide each guest with a quality experience
- Implementing and monitoring the standards and procedures outlined by the company
- Implementing and improving the language product, including staff training, resources and monitoring feedback for any trends
- Liaising with party leaders and guest to ensure expectations are met and problems resolved
- Contacting party leaders prior to their arrivals to identify their expectations and objectives for their trip
- Collating all information for groups prior to arrival and passing on any information to other departments as needed- dietary, requests etc
- Preparing groups rooming allocation and final itinerary including activities and evening events
- Monitoring guest feedback, through reports, and passing on appropriate feedback to the department
- Ensuring the ongoing training and development of Tour Leaders and keeping accurate records for the Recruitment and Learning and Development teams' use
- Managing and motivating the Guest Care department and ensuring development of key staff to ensure effective succession planning
- Working in conjunction with the activity department to ensure exceptional product delivery and effective staff management
- Assisting with all aspects of the running of the department and working with guests as required
- Monitoring on a regular basis the information recorded within the STAR system on centre and ensuring the paperwork is kept up to date
- Keeping accurate record for TL equipment and maintenance
- Monitoring incidents and provide preventative solutions

**2. Assisting with centre specific duties associate with a residential children's activity centre**

- Co-operating with other Senior staff and other departments to ensure the smooth running of centre
- Assist in other departments as required (Catering, Housekeeping and Maintenance)
- Assist at other centres across the PGL estate as required

**3. Broaden your own guest care competence/knowledge**

- Attend any training courses as directed by the General Manager
- To regularly review own targets and work towards the achievement of agreed objectives
- Regularly communicate with colleagues and line manager to remain consistent



# person specification

**Job title:** Guestcare Team Leader

**Reports to:** Guestcare Manager

**Relevant experience:**

	Essential	Desirable
Experience of working with children and young adults	✓	
Experience in delivering high levels of customer service	✓	

**Relevant skills/qualifications:**

	Essential	Desirable
Ability to work as part of a team & deliver results	✓	
Ability to communicate effectively with others	✓	
Good organisational skills	✓	
Valid driving licence and ability to tow a trailer (D1E preferable)		✓
Competence in producing and delivering training	✓	
Confident user of standard office technology and Microsoft office	✓	
First Aid Trainer		✓
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)		✓
GCSE Grade D or above English, Maths or Functional Skills L1 (or prepared to work towards)	✓	

**Key competencies:**

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience	Customer Focus
Carries out regular observations to ensure team is consistently delivering a high level of service	Management
Regularly observes and notes performance against agreed standards and gives prompt and timely feedback based on objective observations	Delivering Results
Provides constructive feedback to individuals or other business areas	Team Working
Communicates appropriately and effectively with others	Communication
Checks with others to ensure information has cascaded accurately to the appropriate levels	Communication
Accepts responsibility and accountability for own performance and areas of responsibility	Commitment & Values
Seeks advice or guidance from internal business experts or specialists	Managing Self
Matches resources to the needs of the task (people, time, money, skills, facilities, equipment, etc)	Delivering Results
Manages conflicting priorities effectively (tasks, time, quality, cost, etc)	Delivering Results



# person specification

---

## ***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 a satisfactory police check, which PGL will pay for if required. For example, if your current or primary residence is in France, the required check is the 'Extrait de Casier Judiciaire (bulletin n°3)'. If your current or primary residence is in the UK, we require an enhanced check from the 'Disclosure and Barred Service (DBS)'. 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.