



# job description

Job Title: Guest Experience Manager - Segries

Reports to: Centre 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 feel your best and be your best.***

## **Purpose of the role:**

*During the operating season (April-August), you will be accountable for leading and managing the overall guest experience team (comprising of Group Leaders, River Representatives, Activity Instructors and an AIGL Team Leader) on centre, to deliver high quality, safe and fun guest experiences. You will be accountable for your team immaculately implementing PGL policies, services and standards including the delivery of activities, guest engagement, requirements and feedback. You are the final escalation point for all matters related to guests and colleagues within the guest experience team. You will deputise for the Centre Manager during periods of absence*

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

Accountable for interpreting, implementing and executing the PGL guest experience strategy – on centre - to ensure a consistently high standard of delivery

Oversee the delivery of non-river based activities, ensuring that standards and protocols are followed

Manage those responsible for the on centre guest experience, from arrival to departure, ensuring positive on site and post-visit feedback, resulting in future and repeat business.

Early and regular guest engagement and communication to mitigate and minimise guest issues e.g. leading cheese and wine sessions.

Be a visible presence on centre, regularly floor walking to interact and liaise with Guests. Pro-actively managing, seeking face to face feedback, resolving concerns and promoting quality and fun.

Identification of course corrective action to continuously improve and enhance processes, activities and ways of working. Accountable for the overall successful implementation of those actions.

Accountable for the overall welfare and safeguarding of guests on centre, ensuring that the correct measures are in place to protect guests and colleagues.

Accountable for catering to complexities of guest needs on centre, and variations from schedule by exception. Communication with party leaders (pre visit) as appropriate – to discuss SEND requirements and activity and itinerary adaptations



# job description

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

Lead, motivate and inspire colleagues, and role model the right behaviours and PGL “One Best Way”.

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.

Accountable for ensuring the guest experience team is equipped with the necessary skills to train, monitor, performance manage and develop the Guest Experience team to deliver high-quality, fun and safe guest experience. Ensuring that all line managers within the team are conducting timely 1:1s with their teams, to set objectives, develop PDPs and conduct monthly reviews.

Ensure all colleagues within the Guest Experience team are supported with their welfare and wellbeing needs.

Ensure a welcoming environment on centre for colleagues and manage processes giving opportunity for feedback on their experience.

Plan and leads inductions to welcome new colleagues.

## **Immaculately implement policies, services and standards:**

Collaborate with the Activity Specialists and Facilities Team to confirm that;

- Activity base and equipment due diligence is being followed.
- 3<sup>rd</sup> party monitoring is taking place and remedial action taken
- The Guest Experience team are sufficiently equipped to deliver high quality, fun and safe guest experience.
- Health & safety and delivery standards are being monitored and a culture for continuous improvement, corrective support and identifying training & development needs exists.
- Accident, incident and near miss is being recorded and corrective action is being implemented.

Collaborate with the relevant stakeholders to prepare and successfully meet the standards set for internal and external compliance audits.

Accountable for ensuring safeguarding policies and processes are implemented and maintained throughout the guest experience team, in line with PGL safeguarding policies.

Ensure regular updates, linked to changes to relevant policies or legislation are communicated and cascaded to relevant teams.

Lead or support disciplinaries, risk assessments and investigations as required.

Oversee the management of immediate and strategic workforce planning, recruitment needs, attrition, holidays, training needs and performance statistics relating to the Guest Experience team



## job description

### **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.

Provide cover for and carrying out appropriate duties on behalf of the Centre Manager during absences etc

Conduct centre leadership activities including cross-functional meetings and participation in the duty rota.

Share knowledge and insights across the wider PGL centre network.

Support and regularly engages with relevant support centre teams, to communicate trends, feedback and shape the future direction of the PGL Guest Experience strategy.

### **Ensuring the smooth running of the centre during the out of season period including evaluation of and preparation for the operating season**

Ensuring that centre HR tasks are carried out in an accurate and timely manner in accordance with PGL HR policies and procedures including colleague arrivals and departures, monitoring working time, holiday, absence and supporting in all employee relations issues.

Ensuring that all financial transactions are carried out with accuracy and security within prescribed timescales; including managing the centre petty cash, cash cards, overseeing the purchase order system, completing monthly stock takes and recording all expenses against budgetary codes.

Providing general administrative support including using your French language skills to the centre and Support Centre colleagues.

Liaising with local representatives and suppliers to ensure strategic objectives are met and to maintain a positive image of PGL externally.

Supporting with local recruitment including attending job fairs, hosting open days and carrying out interviews.

Planning tasks and projects and efficient management of permanent colleagues' time throughout the closed period to ensure that all projects and tasks are completed prior to seasonal colleagues arriving with the objective of minimising requirement for seasonal colleagues to support during set up and demontage periods.

Maintaining the communication with the tours and sales team and other internal stakeholders, representing Segries throughout the out of season period.

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



# job description

Relevant experience:	Essential	Desirable
Line management – Proven experience of coaching and mentoring, reports to empower decision making	<input type="checkbox"/>	
Management of employee relation and welfare issues, at an appropriate level of severity	<input type="checkbox"/>	
Knowledge of activities offered on centre	<input type="checkbox"/>	
Experience of creating and delivering effective training	<input type="checkbox"/>	
Risk Management	<input type="checkbox"/>	
Understanding of PGL standards, policies and best practice		<input type="checkbox"/>

Relevant qualifications	Essential	Desirable
Level 3, or above, Leadership and Management qualification		<input type="checkbox"/>
Level 3, or above, Education and Training qualification		<input type="checkbox"/>
First Aid Training / First Aid Trainer		<input type="checkbox"/>
Full Valid Driving Licence		<input type="checkbox"/>
French language – written and spoken to B2		<input type="checkbox"/>

## 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> <li>Develops and maintains a meaningful relationship with the customer</li> </ul>	Customer Focus
<ul style="list-style-type: none"> <li>Ability to manage, mentor and develop individuals and teams to fulfil their potential</li> </ul>	Leadership & Management
<ul style="list-style-type: none"> <li>Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo.</li> <li>Looks for new or innovative approaches to solve the issue</li> </ul>	Change, Innovation & Problem Solving
<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>Demonstrates commitment to PGL's vision, values and business priorities.</li> </ul>	Personal Effectiveness



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## ***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 the role, all staff in centre-based HR roles employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), 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.