



person specification

Job title: Regional Colleague Scheduler

Reports to: Lead Regional Colleague Scheduler

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 accountable to the Programming Manager, responsible for allocating colleague resource. Ensure our colleagues receive a measured, tailored and timely approach that considers operational effectiveness and impact. Maintain a strong working relationship with Regional Activity Programmers and on-centre point of contacts, you will escalate workforce planning risks and implement the 'One Best Way' approach to processes and procedures to realise benefit across the PGL estate.

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

- Ensure our colleagues receive a high quality and tailored rota that considers personal development requests, qualifications and other factors.
- Ensure the allocation of colleague resource across relevant departments within centres maximises the benefit of the on-centre operation and workforce yield.
- Realise and pass the benefit to our guests by developing working relationships with programming colleagues and sharing good practice.
- Manage the Guest Care Inbox on behalf of your group of centres, ensuring queries and questions are responded to or passed onto the relevant teams to resolve.
- Ensure
- colleagues requiring support with additional needs are catered for and these provisions are communicated clearly.

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

- Develop an understanding of the working practices of the Customer Service and Commercial Teams to enhance the benefit of guest and colleague experience.
- Take ownership of self-development, highlighting any skills gaps and training requirements to line manager.
- Seek feedback regularly to feed into performance reviews.

Immaculately implement policies, services and standards developed by the support centre:

- Meet and strive to exceed key performance indicators set by the Programming Manager.
- Implement the 'PGL One Best Way' and embed best practice into standard processes and procedures.
- Supports the roll out of future developments of the scheduling tool and other relevant systems.



person specification

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

- Understand the relationships between AUK and contribute to operational solutions that enable commercial benefit.
- Provide our operations teams with a tailored colleague rota whilst considering operational impacts of colleague requests.
- Support central HR functions to manage holiday and working hours.
- Assist in other departments and at other centres across the PGL estate as required.
- Responsible for checking, responding and actioning emails to the Guest Care Inbox

** 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 an exceptional customer experience.• Identifies and seeks to understand customer requirements.	Guest Experience
<ul style="list-style-type: none">• Clearly defines the scope of the issue and identifies the root causes.• Looks for new or innovative approaches to solve the issue.	Change, Innovation & Problem Solving
<ul style="list-style-type: none">• Demonstrates commitment to PGL's vision, values and business priorities.	Personal Effectiveness

Relevant experience:

	Essential	Desirable
Experience of resource allocation and workforce planning	✓	
Realising benefit of standardising process and procedure driven practices	✓	
Working to key performance indicators and ability to meet deadline	✓	
Operational knowledge of activities offered on centres		✓

Relevant qualifications:

	Essential	Desirable
Advanced Microsoft Excel skills with strong I.T competency in other software packages and systems	✓	
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 colleague 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 colleagues 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.