



# job description

**Job Title:** Centre Manager (Seasonal)

**Reports to:** Regional Manager

**Job purpose:**

To develop and lead a strong Centre Team in living the PGL Values and delivering the PGL standards, ensuring that meeting high customer expectations, achieving stretching financial targets and a strong culture of Safety are at the heart of everything we do.

To ensure, through the team, that every guest is provided with a safe, high quality educational residential experience as defined by the PGL product brochures, company standards and legal requirements.

**Key Objectives:**

**1. Ensure that your centre achieves high levels of Customer Satisfaction**

- Create and maintain effective communication between Party Leaders and centre staff, ensuring that all reasonable needs of Party Leaders are met.
- Maintain and develop professional standards across all areas of the business.
- Ensure that the presentation of the centre is in accordance with the company's minimum standards, and as advised by the Properties Department.
- Continually monitor customer satisfaction and implement action as required.
- Regularly review the performance of the centre via key indicators, including guest reports.

**2. To ensure that the staff team is managed to maximise potential and that PGL People & Culture systems are fully implemented on centre.**

- Maintain an effective senior team on centre via objective setting, regular communication and review.
- Create an enjoyable work environment, ensuring optimum performance and progression of all staff in accordance with company needs.
- Respond to recommendations from direct reports within specified timeframes.
- Implements the company's human resource policies, regarding recruitment, induction, monitoring, review and departure.
- Actively seek to promote good employee relations.
- Support all staff to access development opportunities and take an active role in staff training.
- To regularly review the performance of the centre via key indicators and staff feedback.

**People:**

- Agree and set individual and team objectives.
- Consistently communicate to department heads by holding minuted meetings and one to one reviews.
- Proactively coach department heads and seek to correct poor performance.
- Set high standards of work performance for self and direct reports.
- Promote staff welfare and motivation to ensure a positive employment experience for employees.



# person specification

## **Team:**

- Lead and inspire all centre teams.
- Chair actively the centre meetings and make quality contributions for the benefit of the business as a whole.

## **Communication:**

- Actively develop effective communication across all areas of the operation.
- Ensure optimum information is provided throughout the centre.
- Liaise and work closely with Head Office departments to the benefit of the business needs.

### **3. Ensure that your centre achieves high levels of Health and Safety**

- Ensure that the expected high standards of Health, Safety and Hygiene are continually achieved in line with the up to date PGL policies and Procedures
- Take responsibility for adhering to the PGL's Child Protection & Safeguarding Policy, including being the centre Safeguarding Lead
- Take action, within the specified time frame, on the recommendations from direct reports following risk assessments

### **4. To ensure that the centre is operated to maximise margin and that pre-set financial targets are met.**

- Maintain the company's administration and financial control systems.
- Monitor and control costs incurred by the centre and act upon financial indicators.
- Report on financial indicators on all aspects of the operation.
- Promote a culture of cost control and maximising sustainable profit

### **5. Develop communication and contribute to the improvement of PGL**

- Promote active and effective communication within and across departments, across centres and between the Centre and Head Office
- Promote the sharing of best practice at all levels and challenge the team to generate new ideas to improve the business
- Personally, contribute to the future success of PGL by challenging the status quo and making suggestions for improvement to our approach
- Communicate well and engage with the local community, ensuring that local agreements are delivered effectively

### **5. Assist with centre specific duties associated with a residential children's activity centre.**

- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.



# person specification

<b>Job title:</b> Centre Manager (Seasonal)	<b>Reports to:</b> Regional Manager
---	-------------------------------------

## Qualifications / Experience:

	Essential	Desirable
Worked successfully at a PGL centre at a senior level	✓	
Valid driving licence and ability to tow a trailer (D1E preferable)		✓
Confident user of standard office technology and Microsoft office	✓	
Experience of self-directed work with an ability to prioritise effectively	✓	
French language skills at basic level		✓
Competence in producing and delivering training	✓	
Level 2 Health and Safety in the Workplace		✓
Level 3 Food Safety		✓
First Aid at Work		✓
Confident user of standard office technology and Microsoft office	✓	
Experience of daily and weekly budgetary control		✓
Proven track record of high guest focus and delivery	✓	
Proven track record of staff leadership and management	✓	
External business / customer focus environment experience		✓
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management		✓
Completed the PGL Leadership and Management Programme (If internal)	✓	
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)	✓	

## Competencies:

Role models excellent customer service behaviour
Carries out regular observations to ensure team is consistently delivering a high level of service
Has appropriate customer service indicators in place to measure success of self and team
Actively seeks and publicly acknowledges excellent customer service
Identifies the root causes of customer service failings, makes changes and/ or recommendations for improvement
Intervenes in escalated customer complaints
Anticipates the future needs of customers. Puts in place plans/ actions to improve the customer experience
Translates strategic plans into customer focused actions
Provides constructive feedback to individuals or other business areas
Contributes in a way that benefits the organisation, not just own area of responsibility
Uses knowledge of team strengths to inform delegation and review styles
Holds regular communication meeting with team
Checks with others to ensure information has cascaded accurately to the appropriate levels
Introduces new working practices that improve our ability to deliver goals, objectives or KPI's
Evaluates successes and failures. Shares lessons learned with other areas of the business
Considers the wider and long-term business implications of alternatives before making final decision



# person specification

Puts in place plans to ensure that service or product delivery is not adversely affected by change
Investigates and instigates change that has a positive impact on goals, objective, KPI's or strategic aims
Introduces new working practices in a way that minimises disruption to the customer, team and others
Creates opportunities for staff and customers to suggest areas which would benefit from change
Creates a culture which encourages, promotes and supports innovation
Provides a positive role model for others by demonstrating high personal standards of behaviour
Ensures resources and staff are in place to meet goals, objectives or KPI's
Deals promptly and fairly with difficult situation and conflict
Makes decisions in a fair, consistent and transparent way
Provides team with the full information, business context or resources needed to achieve results
Works with team leaders to ensure consistent objective setting across area of responsibility

## ***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.