



# job description

**Job title: Centre Operations Administrator**

**Reports to: General 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:*** Reporting to the General Manager, be responsible for equipping the General Manager with data metrics and centre performance measures to inform operating priorities, decisions and corrective actions. Support the centre's Heads of Departments with finance and system administration to ensure their focus remains on guest experience.

**Provision of administrative and management support to the General Manager, management and leadership team:**

- Pulling data from different sources to create regular reports for the General Manager on the performance and tracking against Balance Scorecard Key Performance Indicator (KPI) metrics
- Supporting the heads of department to report on KPIs and understand performance issues and tracking course correcting action
- Supporting the General Manager to monitor the Health and Safety performance, including incident and accident reporting and resolutions
- Consolidating and analysing guest feedback on a weekly basis, reporting trends and insights, to feed into investigations and action plans
- Monitoring and reporting on the progress and status of all centre functions' KPIs and course correcting action
- Filtering communications to the General Manager appropriately and providing information in a timely and succinct manner.
- Escalating issues and matters to the General Manager, as appropriate
- Attending management meetings (inc. Heads of Department, Health & Safety meetings etc) to capture notes/actions and managing processes to ensure they are appropriately followed up
- Engaging with the relevant Support Centre teams to ensure communications, policies are cascaded appropriately through the Centre
- Supporting the General Manager in preparing all colleague communications
- Working with Heads of Departments to provide essential administrative support (e.g. Agility, base uploads) as required
- Ensuring the careful handling, storing and sharing of employee and sensitive company information in line with PGL Data Protection Policy and Confidentiality Policy & Procedure

**Provision of essential Financial admin and support on Centre:**

- Supporting Heads of Department to process invoices; ensuring they are paid on time, and recorded accurately in Compleat
- Supporting with ad hoc/critical Compleat adjustments
- Act as a super-user for Compleat and other essential systems, staying up to date with system developments and supporting all users to use the relevant systems and tools correctly
- Liaise with the Central Finance team to escalate and resolve any finance issues on centre
- Provide data, analysis and reports of centre performance to the General Manager

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



# person specification

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

- Take ownership of own personal development ensuring enrolment of self onto training, and raising in 1:1 meetings with line manager any development needs and progress against performance objectives.

### Key competencies:

Competency statement	Competency Area
<ul style="list-style-type: none"> <li>• Communicates effectively, relates to others in a confident and relaxed manner.</li> </ul>	Interacting and Presenting
<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>• Clearly defines the scope of the issue and identifies the root causes.</li> <li>• Identifies potential barriers and looks to reduce or remove their impact.</li> </ul>	Change, Innovation and Problem Solving
<ul style="list-style-type: none"> <li>• Develops and maintains effective working relationships with others.</li> </ul>	Teamwork

### Relevant skills and experience:

	Essential	Desirable
Strong communication skills, both written and verbal	✓	
High attention to detail	✓	
Previous administration experience	✓	
Data entry and analysis experience	✓	
Interpret and analyse data and performance metrics quickly	✓	
Data confidentiality and management of sensitive information experience	✓	
Proficient use of Microsoft applications including Excel, Word, Outlook, PowerPoint and Forms	✓	
Digital collaboration skills inc. Microsoft 365 file sharing, SharePoint, Teams		✓
Financial reporting		✓

### Relevant qualifications:

	Essential	Desirable
Functional Skills L1 or GCSE Grade D-E in Maths and English	✓	
Functional Skills L2 or GCSE Grade A-C in Maths and English		✓
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.