

PGL Job Description



Job Title: General Manager

Reporting to: Regional Operations Manager

Main purpose of the role

To develop and lead a strong centre team, manage all functions and resources to uphold PGL standards, meet customer expectations, achieve financial targets and profit levels, all while maintaining a strict culture of excellent health and safety.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a promise to look after you and your career.

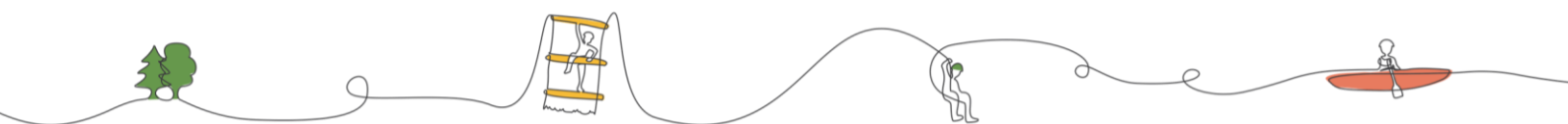
Responsibilities

Motivate and Effectively Support your Team

- Inspire and motivate the team through exemplary leadership and personal standards, ensuring achievement of key performance indicators. Oversee the recruitment, retention, and development of colleagues, while promoting a culture of continuous improvement and succession planning.
- Proactively monitor management performance against targets and objectives, coaching department heads, and ensuring effective training for all colleagues.
- Support the delivery of efficient allocation and utilisation of staffing, equipment, space, and resources, ensuring operational efficiency and effectiveness.
- Respond appropriately in emergencies, implementing company procedures, and taking a leadership role. Actively contribute to relevant meetings, such as Health and Safety, supporting issue resolution and a proactive approach to management.

Excellent Customer Delivery

- Ensure that the PGL product is delivered with excellence to each customer, adhering to safety and customer journey standards throughout each department.
- Ensure that effective proactive monitoring of the operation is in place and that the centre team gather customer feedback in person and through GLQs, recognising great performance and implementing corrective action as required.
- Role model a strong presence 'on the floor', directly engaging with customers on a regular basis and inspiring all others to do the same across all departments.
- Set clear and measurable objectives for the centre, departments and individuals and then continually monitor, review, and develop them, helping all departments to achieve.



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Highest Levels of Health and Safety

- Ensure that the highest standards of health and safety are continually achieved in line with the PGL Policies and Procedures and industry best practice.
- Lead the centre in adhering to PGL's Safeguarding Policy, taking responsibility for ensuring the well-being and safety of all individuals.
- Conduct thorough and timely reviews of Health and Safety incidents that occur within your centre, and apply the lessons learned to drive a culture of ongoing improvement and excellence.
- Accountable for overseeing health and safety on centre, ensuring that recommendations from risk assessments are logged on Alert65 and regularly reviewed and addressed within a reasonable timeframe to maintain a safe and compliant environment.

Set and Achieve Financial Budget

- Analyse and review controllable budget lines and implement actions to improve productivity, efficiency, and management of costs ensuring compliance with PGL standards and policies.
- Work closely with colleague programming stakeholders to ensure effective management of labour costs, including holiday liability.
- In conjunction with facilities stakeholders, ensure effective management of facilities budgets along with the development and maintenance of a sound capital investment plan.

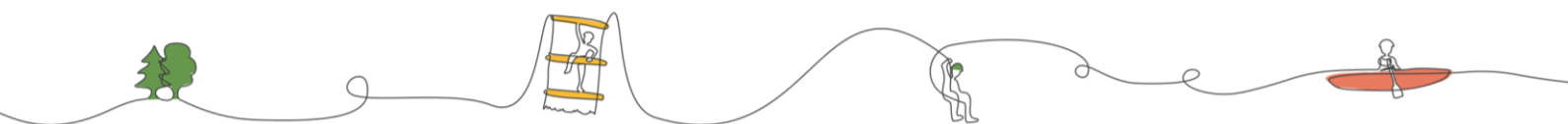
Contribute to the Wider Performance and Improvement of PGL

- Encourage positive and consistent communication across departments, centres, and support centres, encouraging the sharing of best practices and generating new ideas to improve the business.
- Engage positively with the local community to ensure the centre and company are well-regarded.
- Assist other centres as required and support designated tasks and projects as agreed with Regional Operations Managers.

Useful Information

Our centre is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive, and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification



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Education, Experience & Achievements	Essential	Desirable
Worked successfully at a PGL centre or other similar business at a senior level	✓	
Experience of self-directed work with an ability to prioritise effectively	✓	
Experience of managing budgets, understanding internal & external pressures upon them	✓	
Level 4 Health and Safety		✓
External business / customer focus environment experience	✓	
Experience of working within an environment that has safeguarding obligations		✓
Project management experience		✓

Skills & Knowledge	Essential	Desirable
Confident user of standard office technology and Microsoft office	✓	
Proven track record of colleague leadership and management	✓	
Proven track record of high guest focus and delivery	✓	

Personal Attributes	Essential	Desirable
Accurate with a high attention to detail	✓	
Ability to collaborate effectively with others	✓	
Genuine commitment to Equality and promoting the Values of diversity	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	
Communicates and presents effectively; with passion, energy, and enthusiasm	✓	

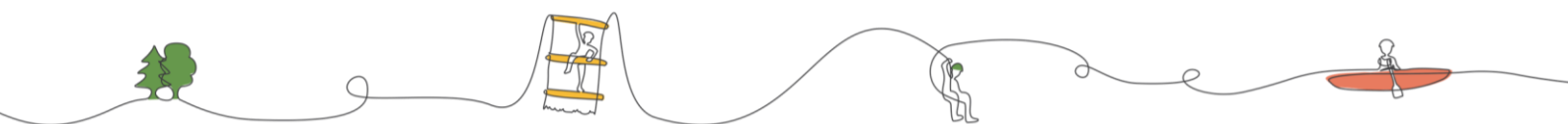
Additional requirements	Essential	Desirable
Enhanced DBS check	✓	
Full valid UK driving licence	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions, delivery and decision-making around ESG, upholding company



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and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 18/07/2024.

