



job description

Job title: Lead Activity Specialist

Reports to: Guest Experience 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: *Be accountable to the Guest Experience Manager, taking ultimate responsibility for high quality, safe and fun activity delivery for our guests and to ensure a compliant environment for colleagues to operate in. Ensure appropriate training, development and monitoring of colleagues to enable them to immaculately implement the delivery of all activities offered by the centre.*

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

- Responsible for equipping the Guest Experience team with the necessary training, skills and competencies to cater for all guests including those with additional needs.
- Maximise customer satisfaction with activities whilst minimising the risks associated.
- Gather, share and respond to activity feedback from guests.
- Ensure guests have safe and fun experiences by facilitating the due diligence, presentation and quality standards of activity bases and equipment.

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

- Lead and support the Team Leaders (TLs) to implement and manage the Active Workplace Monitoring policy, ensuring the effective and appropriate development of all Activity Instructor Group Leaders (AIGLs) in all activities offered by the centre.
- Liaise with subject matter experts across PGL and deliver training to AIGLs and TLs on activity delivery.
- Take ownership of personal development ensuring enrolment of training, and raising development objectives with the line manager during 1:1 meetings.

Immaculately implement PGL's policies, services and standards:

- Work with AIGLs to ensure activities are delivered to a high standard represented in the Normal Operating Procedures (NOPs) and Approved Codes of Practice (ACOPs) for activities.
- Monitor incidents and accidents, carry out investigations and strive for their prevention in liaison with the Safety and Compliance Team.
- Carry out daily inspections of all activity bases and equipment to ensure safety standards are upheld.
- Uphold compliance to all standards, guidelines and policies outlined within the company safety framework.
- Collaborate with Activity Instructor Group Leaders (AIGLs) and Team Leaders to communicate known issues and the safety checks requiring completion prior to use.

One team contributing towards centre support delivery:

- Act in a 'Duty Manager' role when required, taking responsibility for the wider operation of centre in the GM / Guest Experience Manager's absence.
- Contribute to senior leadership activities across the centre including functional meetings or duty rota.
- Input into strategic workforce planning, recruitment, attrition and performance metrics for the centre.

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



person specification

Key competencies:

| Competency statement | Competency Area |
|---|--------------------------------------|
| <ul style="list-style-type: none"> Takes responsibility for the delivery of an exceptional customer experience. | Customer Focus |
| <ul style="list-style-type: none"> Has the confidence to make decision within level of authority without referral to manager. | Decision Making |
| <ul style="list-style-type: none"> Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo. Actively look to improve the way activities are delivered. | Change, Innovation & Problem Solving |
| <ul style="list-style-type: none"> Communicates and presents effectively to both guests and colleagues. Relates to others in a confident and relaxed manner. Provides training that is engaging and effective. | Interacting and Presenting |
| <ul style="list-style-type: none"> Conducts regular observations against agreed standards, provides high quality feedback and uses coaching to improve performance. | Leading and Managing People |
| <ul style="list-style-type: none"> Accepts responsibility and accountability for own performance and areas of responsibility. | Delivering Results |

Relevant experience:

| | Essential | Desirable |
|---|-----------|-----------|
| Experience in Off ground Ropes Supervision or management or Ropes Access (ERCA or IRATA or similar) | ✓ | |
| Experience and knowledge of periodic Operational Inspections of Rope Course Elements, Bases and PPE inspection. | ✓ | |
| Deep knowledge of activities offered | ✓ | |
| Delivery of high quality training for activities | ✓ | |
| Experience of implementing relevant activity training and performance monitoring | ✓ | |
| Understanding of PGL standards, policies and best practice | | ✓ |

Relevant qualifications:

| | Essential | Desirable |
|--|-----------|-----------|
| Relevant National Governing Body qualifications to a supervisory level | ✓ | |
| Approved PGL Trainer/Supervisor or agreed equivalent (e.g. ropes trainer/supervisor) | ✓ | |
| PPE inspector | | ✓ |
| Ropes Course Operational Inspector &, or Wood Pole inspector &, or Wire Rope Inspector | | ✓ |
| Ropes Access | | ✓ |
| First Aid qualification / First Aid Trainer | | ✓ |
| Level 3, or above, in Leadership and Management | | ✓ |
| Level 3, or above, in Education and Training | | ✓ |
| Full UK valid driving licence | | ✓ |



person specification

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.